

STATE OF INDIANA

INDIANA UTILITY REGULATORY COMMISSION

**PETITION OF INDIANA-AMERICAN)
WATER COMPANY, INC. FOR)
AUTHORITY TO INCREASE ITS)
RATES AND CHARGES FOR WATER)
AND SEWER UTILITY SERVICE,)
FOR APPROVAL OF NEW)
SCHEDULES OF RATES AND)
CHARGES APPLICABLE)
THERE TO, FOR APPROVAL OF)
CHANGES TO RULES AND)
REGULATIONS APPLICABLE TO)
SUCH SERVICE, AND FOR)
AUTHORIZATION TO DEFER IN A)
PENSION/OPEB BALANCING)
ACCOUNT OVER- AND UNDER-)
RECOVERIES FOR PASS)
THROUGH TO CUSTOMERS)**

CAUSE NO. 43680

PREFILED TESTIMONY

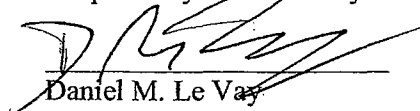
PUBLIC COMMENTS

VOLUME VIII

THE INDIANA OFFICE OF UTILITY CONSUMER COUNSELOR

OCTOBER 27, 2009

Respectfully Submitted by



Daniel M. Le Vay

Jeffrey M. Reed

Leja D. Courter

Deputy Consumer Counselor

CERTIFICATE OF SERVICE

This is to certify that a copy of the foregoing has been served upon the following

attorneys of record in the captioned proceeding by electronic mail on October 27, 2009.

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115 W. Washington St. Suite 1500 South
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infomgt@oucc.in.gov
317/232-2494 – Phone
317/232-5923 – Facsimile

Daniels, Sandy

From: Lew Grasser [elcanfan@gmail.com]
Sent: Monday, October 26, 2009 4:30 PM
To: UCC Consumer Info
Subject: IURC cause 43680

to whom it may concern:

regarding the above cause number, i was disappointed to learn only through the newspaper printed the day before the meeting there was to be a meeting the day after about a proposed rate increase.

I am interested to know if Indiana American Water has disclosed to IURC why there has been a change in the water quality for the worse. the water here has been great since the new plant in Jeffersonville has come online, however, for the last 2 years and much more lately the iron and manganese in the mains has been a recurring problem. i don't know if anyone else is complaining but i do know that other people are having the same problems i see with the brown/discolored water in the Indiana American service area. i don't see why i should have to pay more for the water i am already not satisfied with.

Lew Grasser
2317 Belmar Drive
Jeffersonville, IN
47130

Daniels, Sandy

From: Karasek [e2d2@insightbb.com]
Sent: Monday, October 26, 2009 4:30 PM
To: UCC Consumer Info
Subject: Re: IURC Case No. 43680

Dear Mr. Swinger,

It occurs to me that your Commission might like to have my current filter to test? If so I'd be glad to provide it, just let me know the manner in which you'd like to receive it.

Edward Karasek

Sent: Monday, October 26, 2009 11:46 AM
Subject: RE: IURC Case No. 43680

October 26, 2009

Re: Indiana Utility Regulatory Commission (IURC) Cause No. 43680

Dear Mr. Karasek,

Thank you for contacting us and providing us with your comments on the Indiana American Water rate case.

The Indiana Office of Utility Consumer Counselor's (OUCC's) consumer services staff will review your comments. We will also share them with our technical and legal staff assigned to this case, and will file them with the Indiana Utility Regulatory Commission (IURC) for inclusion in this case's formal evidentiary record.

The OUCC – the state agency representing the interests of all consumers in cases before the IURC – is reviewing Indiana American's proposal. We are currently scheduled to file testimony on October 27, 2009. For more information on this case, please visit our Website at www.in.gov/oucc/2556.htm.

Again, we appreciate your taking the time to contact us.

Sincerely,

Anthony Swinger
Director of External Affairs
Indiana Office of Utility Consumer Counselor (OUCC)

From: Karasek [mailto:e2d2@insightbb.com]
Sent: Saturday, October 24, 2009 4:20 PM
To: UCC Consumer Info
Subject: IURC Case No. 43680

To whom it may concern:

I am Edward Karasek, and I live at 1923 De Pauw Ave, New Albany IN. I can be reached at 812 944 2755.

This is in regard to IURC Case Number 43680.

I read in the Courier-Journal, Louisville KY, yesterday (10/22/09) that you are accepting comments regarding Indiana American Water Company's request for a 38% rate increase and wanted to add my comments.

I have lived in New Albany IN since June 06. After buying this home, I thought the water was 'funky' and found it necessary to install a whole house water filter. I have attached a photo of the system installed, along with the prefilter.

The system has a 5 micron prefilter that is supposed to last at least 4 months, however they do tell you to change it whenever the water pressure drops noticeably.

I have rarely been able to go more than 2.5 months, usually less, without having to change the filter due to the water pressure dropping. You can see in the second photo a close-up of the current view of the filter I installed on 9/1/09. It is clearly filled with turbid matter and will need to be changed very soon. I have placed a new filter next to the existing filter so you can see what they filter looks like before being put into the prefilter holder.

The water coming into the house is filthy! And there has not been any improvement since the so-called improvements announced in July and the flushing of the lines after those changes.

This is not the only problem I have had with Indiana American.

Late in 07, all of a sudden my water usage went up dramatically. I had the lines to and in the house checked and found no leaks. I contacted Indiana American about the problem and could not get anyone to respond, other than telling me that the meter was working fine after doing some sort of test administered from their facilities. After 3 months of that run around, I got online and found out I could demand the meter be examined and that I had a right to be present during the testing. I contacted American Water Company again and after the Representative gave me the same run around, I demanded to talk to a Supervisor or Manager. The Manager also assured me the meter was working fine. I then told her I knew I had the right to have it examined and demanded it be tested.

At that point she agreed and said I would be contacted within a week about the schedule.

I was contacted and told when the meter would be removed for inspection and that I would receive a separate letter as to when and where to go to observe the testing. When the person came to remove the meter, she told me the meter was over 10 years old and their policy was to replace them every ten years. So even if they found the old meter was working properly, the new meter would stay. I again told her I wanted to observe the testing, wherever it was being done, and she assured me I would be given that opportunity.

Several weeks went by then I received a post card telling me the testing was complete and the meter was in fine working order. I contacted them and asked why I was not given an opportunity to observe the testing. They called back and told me the testing organization was at fault for not contacting me, that the meter had been destroyed and there was nothing they could do now.

By then I had received two new bills and the water usage was back to normal and had been so since the new meter was installed. I then asked for an official explanation of why, if the meter was working properly, that the new meter was now reading usage the same as before the problem started.

I was told it would be sent to their dispute resolution team to answer my question. They never did explain to me how the old meter could be working fine, yet showing almost twice the usage as the new meter or the old one before I began having this problem. However they did adjust my billing to reflect usage consistent with the before and after usage. After they adjusted my bill, I was given a credit, and did not have to pay ANOTHER water bill for almost 7 months!

I do not know if the State does independent testing of the various water companies, but as you can see, the water entering my house is not what I would consider clean and free of turbid matter. In fact, I have no way of knowing exactly what IS coming into my home, unless I pay to have it tested. This from a company that claims I am getting 'pure water'.

In any case, the amount of turbidity is unacceptable to me and it should not be acceptable to the State or Indiana American for that matter.

It is my opinion that until American Water Company delivers water quality that is safe and acceptable, they should not be given any increase. Require them to make the improvements that will result in them delivering the quality of water they claim; then after they have done that it may be appropriate to consider an increase. Any corrections to bring the system up to acceptable standards should come from previous profits they have made selling such inferior water to an unsuspecting and apparently under protected consumer.

Daniels, Sandy

From: UCC Consumer Info
Sent: Tuesday, October 27, 2009 7:37 AM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: Water Rate Increase

The consumer sent an email about 2 minutes before sending this one. They appear to be identical but I wanted to forward it to you as an FYI.

-----Original Message-----

From: Dave [mailto:dave@zport.com]
Sent: Tuesday, October 27, 2009 7:23 AM
To: UCC Consumer Info
Subject: Water Rate Increase

IURC Cause No. 43680

RE: Public hearing on water increase.

I can't afford a rate increase. Times are tough for us all, but now is not a good time for Indiana American Water Company to ask for such a large increase! \$12.00 a month will buy my family bread and a few gallons of gas. But I guess we could cut back on milk, vitamins and toilet paper.

VOTE NO ON ANY WATER RATE INCREASE!

Thank You

David K. Ross
436 Windemere Road
Clarksville, IN 47129

Daniels, Sandy

From: UCC Consumer Info
Sent: Tuesday, October 27, 2009 7:21 AM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: rate increase - IAW

-----Original Message-----

From: Dave [mailto:dave@zport.com]
Sent: Tuesday, October 27, 2009 7:21 AM
To: UCC Consumer Info
Subject: rate increase

RE: Public hearing on water increase.

I can't afford a rate increase. Times are tough for us all, but now is not a good time for Indiana American Water Company to ask for such a large increase! \$12.00 a month will buy my family bread and a few gallons of gas. But I guess we could cut back on milk, vitamins and toilet paper.

VOTE NO ON ANY WATER RATE INCREASE!

Thank You

David K. Ross
436 Windemere Road
Clarksville, IN 47129

OCT 26 PM 2:08
10-22-09

I do not believe that
this increase is necessary.

A huge increase was granted
not long ago. Right Now
my water bill is approximately
\$69.00 per month. I am
retired along with many
other ~~customers~~ customers
like me. Social Security
is giving a zero raise.

How about the people running
this utility. Are they
giving themselves a raise?

We are in a depression
and the managers should
act responsible.

Lanny Dixon Retired
(812) 849-2711
3735 STRD GOW Mitchell, IN 47446

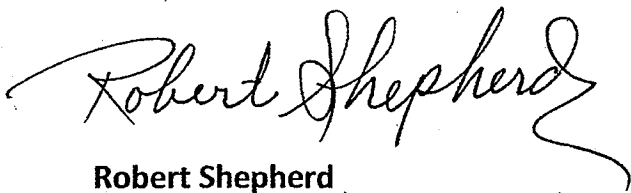
**From The Desk Of
Robert Shepherd
1537 Briarwood Dr
Clarksville, IN 47129**

Reference IURC Case No. 43680

I'm writing because I live on a fixed income, and it's hard to keep all our bills paid and keep food on the table. If you raise our water bill it will cause a hardship on us. (Please think about people like us on a fixed income).

Are you aware how bad the economy is, Please Don't Raise Our Water Bill !

October 23, 2009

A handwritten signature in cursive script that reads "Robert Shepherd". The signature is fluid and extends to the right with a long, sweeping tail.

Robert Shepherd

2009/10/26 14:08

OCT 26 PM 2:08

Daniels, Sandy

From: UCC Consumer Info
Sent: Friday, October 23, 2009 2:43 PM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: IURC case No. 43680

From: Linda Gardner [mailto:L.Gardner@mainsourcebank.com]
Sent: Friday, October 23, 2009 2:32 PM
To: UCC Consumer Info
Subject: IURC case No. 43680

We wish to express our opinion regarding the 38% rate increase by Indiana American Water. We now pay anywhere between \$30 & \$40 monthly. Included in the monthly bill is a 'CUSTOMER SERVICE CHARGE' of \$12.00. Tell Indiana American Water to use the customer service charge to defray their expenses. A 38% rate increase is ludicrous.

James & Linda Gardner
1222 Longfellow Dr.
Clarksville, IN 47129

Linda Gardner
South Region Commercial Loans
MainSource Bank
812.949.4340
FAX 812.948.5512
email: lgardner@mainsourcebank.com

Daniels, Sandy

From: UCC Consumer Info
Sent: Friday, October 23, 2009 1:10 PM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: Indiana American Water Company Increase Request - Case # 43680

From: Karen McCoy [mailto:mccoysplace@insightbb.com]
Sent: Friday, October 23, 2009 12:43 PM
To: UCC Consumer Info
Subject: Indiana American Water Company Increase Request - Case # 43680

My name is Karen McCoy. My address is 1017 Gerald Drive, Clarksville, IN 47129 & my phone number is 812 284-0215.

I am a professional educator in the public schools of Indiana. During the past 3 years I have taken \$1500.00 in salary cuts due to the economy. I do not do less for my students because I make less money, and I still have to satisfy the state and federal regulations that increase in number every year. Many of my co-workers and neighbors have experienced the same situations or have lost their jobs completely. Times are tough, and we all have to adjust. My request to the IURC is this: Please research the payroll and profit sharing records of the Indiana American Water Company. Did they pay out anything in profit sharing? Have they reduced their payroll (including upper management) by reducing the number of employees, wage freezes, or wage cuts? Have bonus's been reduced or eliminated? Have they put into place cost cutting measures to avoid or reduce increased rates? In today's economy we are all having to make do with less. As consumers, we don't have a choice. If we have less money coming in, we have to manage. I think we can ask no less of the utility companies. A 38% increase request is ridiculous. Such a request screams of the philosophy, "We'll shoot high and see how much we can get." We are counting on the commission to carefully examine this case, and protect the interests of the residents of the state of Indiana. Thank you for considering my point of view. Karen McCoy

To: Consumer Services Staff, Indiana Office of Utility Counselor 115 W. Washington st.
Suite 1500 South, Indianapolis. IN. 46204

Reference to Cause no. 43680

Consumer: Anthony Jacquez of 2810 Edgewood st. Portage IN. 46368

Phone# 219 808-4226.

In regards to Indiana American water co. request to increase water rates, I strenuously object, for the following reasons. :

1. Indiana American water co. cannot be trusted . I have submitted copies of my water bills and letters from Indiana American water co. as evidence to demonstrate these accusations.
2. Indiana American water co. billing practices and water rates are inconsistent as well as intentionally misleading. With these incomprehensible rates and billing practices Indiana American water co. can effect it's own water rate increases without oversight or approval.
3. DISTRIBUTION SYSTEM IMPOVEMENT CHARGE, PUBLIC FIRE SAFETY SUB SURCHARGE.: Why are they allowed to collect state taxes on something which is in effect another local tax ? Taxes charged on another tax? And at what rates?
4. DSIC BILLING ASJUSTMENT: They forgot to charge me? Please don't insult me. The timing of this is suspect to say the least. Indiana American water co. would like very much to have everyone believe they are on the verge of bankruptcy. Should we bail out the water company also? Corporate greed must be put in check for the good of the public and our governments.

Sincerely, Anthony Jacquez

Daniels, Sandy

From: UCC Consumer Info
Sent: Monday, October 26, 2009 10:56 AM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: Water rate increase

From: edward busch [mailto:buschedwardo@insightbb.com]
Sent: Monday, October 26, 2009 9:47 AM
To: UCC Consumer Info
Subject: Water rate increase

To Whom It Concerns: Water is a basic need and is essential for survival. In today's economy when most people are struggling just to survive, a water rate increase of the magnitude that is being requested is totally wrong. A basic water bill at our house is approximately 25.00 per month. While that is not excessive, the increase according to the printed estimates of the increase would be approximated 50%. When people are not getting raises, incomes are not going up, yet every thing else goes up, I can't believe that the Water company is asking for a increase of this caliber. How can this be justified when people are loosing jobs, and what little money they get from unemployment is spent trying to keep food on the table and homes from being lost.

You have no idea what the common people are going thru.

This is again government taking the most and the people not being taken care of.

Thank you
Cheyrl Busch
Jeffersonville, IN 47130

Daniels, Sandy

From: UCC Consumer Info
Sent: Monday, October 26, 2009 10:56 AM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: IURC Cause No. 43680

From: Erin Sullivan Penta [mailto:edsul01@yahoo.com]
Sent: Monday, October 26, 2009 10:38 AM
To: UCC Consumer Info
Subject: IURC Cause No. 43680

In 2006, I bought my first home and moved to Jeffersonville, IN.
My water bills were approximately \$22.00 / month. Now, in 2009, they are approximately \$37.00 / month.
Now, I am being told that the rates are going to increase another 38%, bringing them to over \$50.00 / month.
Are you kidding me?!

How is it legal that my water bill could more than double in less than four years?

Erin Sullivan-Penta
3724 Parkview Way
Jeffersonville, IN 47130
IURC Cause No. 43680

10-26-09

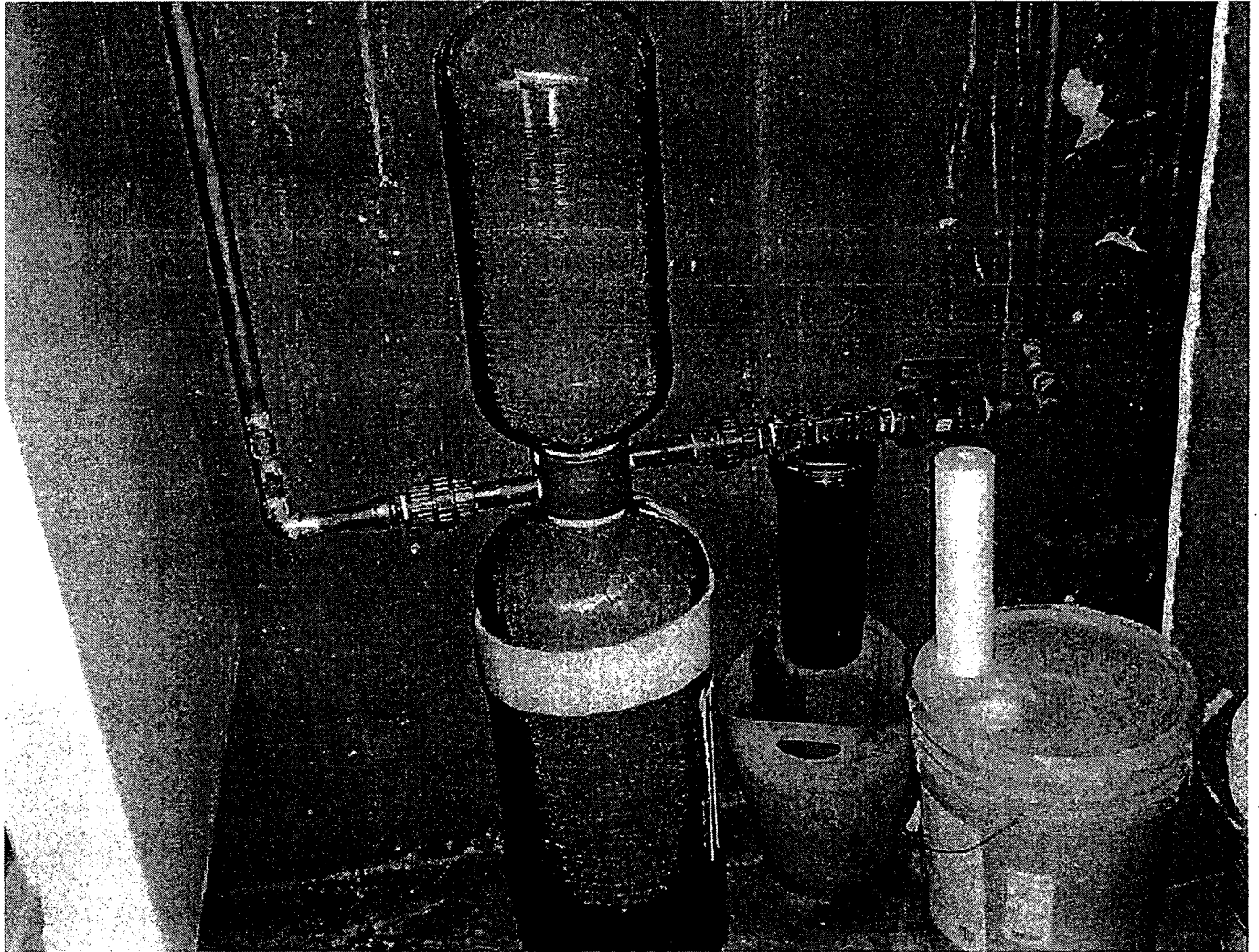
Ref: Water Rate Increase?
Cause No. 43680.

I Have Three Rental Properties
with M. Amer Water Co. Service.
It is getting difficult for Renters
to pay present amounts on water,
they have charged Delivery Fee + other fees
Therefore I on behalf of myself &
Renters disagree with my increases.

DAVID MCCARTIN
P. O BOX 74
NOW ALBANY IN 47151
812-523-9501

1809 S HERBY ST NA
322 E 13th ST NA
524 N LUSIA CLARKSVILLE, IN

PS:
DO NOT LOOK AT ALL Fees being charged on these
INVOICES /





Daniels, Sandy

From: Karasek [e2d2@insightbb.com]
Sent: Saturday, October 24, 2009 4:20 PM
To: UCC Consumer Info
Subject: IURC Case No. 43680
Attachments: PA240007.jpg; PA240008.jpg

To whom it may concern:

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The water coming into the house is filthy! And there has not been any improvement since the so-called improvements announced in July and the flushing of the lines after those changes.

This is not the only problem I have had with Indiana American.

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ten years. So even if they found the old meter was working properly, the new meter would stay. I again told her I wanted to observe the testing, wherever it was being done, and she assured me I would be given that opportunity.

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In any case, the amount of turbidity is unacceptable to me and it should not be acceptable to the State or Indiana American for that matter.

It is my opinion that until American Water Company delivers water quality that is safe and acceptable, they should not be given any increase. Require them to make the improvements that will result in them delivering the quality of water they claim; then after they have done that it may be appropriate to consider an increase. Any corrections to bring the system up to acceptable standards should come from previous profits they have made selling such inferior water to an unsuspecting and apparently under protected consumer.

Daniels, Sandy

From: Glou69@aol.com
Sent: Friday, October 23, 2009 5:41 PM
To: UCC Consumer Info
Subject: IURC case No. 43680

Murrell Cotner 483 Long Ct. New Albany, IN 47150

During the past 35 years at this residence, I have replaced faucets & toilets due to corrosion caused by the hard water buildup. My attempts to try to remove all the calcium buildup on these fixtures has been futile! I've installed, and replaced, numerous faucet filters. These efforts have been costly and in vain. The quality of water has NOT improved one bit!!!! It remains as bad as, if not worse than, it's always been!

To request such an excessive rate hike of 38%, let alone any increase at all, especially during this economical disaster, is absurdly outrageous!!!! I am emphatically against, and angered, about this proposal. Make my water better so that I don't have to spend additional monies to try & do it myself!!!! We customers are NOT seeing any water quality improvement; only higher rates.

I am urging you to reject any rate hike.

Thank you.

Daniels, Sandy

From: Martha Bleich [mbleich@hotmail.com]
Sent: Monday, October 26, 2009 8:58 AM
To: UCC Consumer Info
Subject: IURC Case No. 43680

Dear Indiana Utility Regulatory Commissioners:

I would like to express my concern about the proposed rate increase for the Southern Indiana area of Clarksville, Jeffersonville and New Albany. As I work, am not able to attend this meeting but here are my concerns:

1. I believe the rate requested is exorbitant. How did they arrive at this rate?
2. Considering the present economy (or lack thereof) it will be a hardship for many
3. Fixed income individuals are already hurting
4. Why are we (Southern Indiana residents' population approximately 30,000) required to pay for the upgrades and improvements when we are one small area on the state? The improvements should be charged back to the municipalities in which these improvements are made and not across the board to include everyone. South Bend, Ft. Wayne or Indianapolis are much larger cities and are continually growing in population and require many upgrades.
5. This rate increase is for statewide improvement and we are only a small portion.
6. \$198 million, WOW. Please do not approve this request by Indiana American Water Company.

Please take my concerns under consideration.

Martha J. Bleich

Jeffersonville, Indiana

Windows 7: It helps you do more. [Explore Windows 7.](#)

Daniels, Sandy

From: DONALD MORGAN [oldphartdon@live.com]
Sent: Monday, October 26, 2009 1:08 AM
To: UCC Consumer Info
Subject: INDIANA AMERICAN WATER RATE INCREASE

REFERENCE IURC CASE NUMBER 43680.

TO WHOM IT MAY CONCERN (THOUGH I DOUBT ANYONE WILL)

INDIANA AMERICAN IS SEEKING A 38% RATE INCREASE. THE SECOND RATE INCREASE IN AS MANY YEARS. THAT EQUATES TO 19% A YEAR. I SHOULD BE SO LUCKY THAT MY RETIREMENT PENSION INCREASED AS MUCH. UNFORTUNATELY, MY WIFE IS ON A FIXED INCOME AND ALTHOUGH I GET COST-OF-LIVING INCREASES THEY DON'T AMOUNT TO 19% PER YEAR.

WHATEVER RATE INCREASE IS GRANTED TO INDIANA AMERICAN WILL CONSTITUTE A DOUBLE WHAMMY TO ME AS OUR WASTE WATER CHARGES ARE BASED ON THE AMOUNT OF OUR WATER BILL.

INDIANA AMERICAN CLAIMS THEY NEED THE RATE INCREASE DUE EXPENDITURES OF \$198 MILLION FOR SYSTEM REPAIRS. SOUNDS LIKE THEY IGNORED THE SYSTEM FOR YEARS AND THEN HAD TO SPEND THE \$198 MILLION TO BRING IT BACK TO OPERATIONAL STANDARDS. PERFORMING REPAIRS AS SOON AS THEY ARE NEEDED ON A DAY-TO-DAY BASIS WOULD RESULT IN A SYSTEM THAT STAYS OPERATIONAL WITH MUCH LESS OF A FINANCIAL OUTPUT. BUT WHAT THE HEY... ANY COSTS WE CAN SIMPLY PASS ON TO THE CONSUMER.

TAKE ALL YOU WANT, JUST LEAVE ME ENOUGH TO EAT ON.

DISGRUNTLED DON

Windows 7: It works the way you want. [Learn more.](#)

Daniels, Sandy

From: Kenneth Cross [klcross88@hotmail.com]
Sent: Sunday, October 25, 2009 1:33 PM
To: UCC Consumer Info
Subject: IN-AWC Case # 43680

IN AWC Rate increase.

As a person on fixed income, I must comment on the size of this pending increase.

I understand that improvements are always needed in utilities, but the size of this increase is too difficult for many older retirees. Retirees are not getting a cost of living increase for 2010.

Retirees soon may have to choose between, medicine, food, heat and now water in their homes. Surely there is another avenue IN-AWC could pursue for their needs, such as the "Obama" stimulus plan or other government assistance.

I have to ask if Water service is worth \$50-\$60 a month?

Maybe I will use no water except for one day a week.
Bottled water looks cheaper (and better?) than IN- AWC.

Thank you

Kenneth L. Cross
4704 Slone Drive
Jeffersonville, Indiana
47130

Windows 7: Simplify your PC. [Learn more.](#)

Daniels, Sandy

From: Doris Schifferly [schifferly.da@insightbb.com]
Sent: Sunday, October 25, 2009 9:37 PM
To: UCC Consumer Info
Subject: Rate Increase

I am writing to protest the proposed 38% increase in your services. Seniors and so many others on fixed incomes will not get even get a small C.O.L.A., and are struggling to maintain as well as possible under adverse circumstances and inflation. Please reconsider.

Also, I would like an answer to what I am about to tell you, preferably by letter. Have you received or used any of the multi millions of dollars the Indiana Lottery has been giving to Jeffersonville and Clark County the last several years? They are still receiving huge amounts, but when you try to find out exactly who is getting the money, it is a closed door. I suppose a group of us will have to use the Freedom of Information Act to obtain an answer, but it would be so much simpler if we could just get an honest straight answer. And why doesn't the water company plan ahead for these repairs and updating equipment have an account set up for such things. We, as citizens, have to put away a little here and a little there in order to meet some of the extra expenses that happen to pop up from time to time.

Thank you for your answer and your reconsideration of such a large cost increase for your company.

Doris Schifferly
625 Chippewa Drive
Jeffersonville, IN 47130

Daniels, Sandy

From: Margjeffery@aol.com
Sent: Saturday, October 24, 2009 5:17 PM
To: UCC Consumer Info
Subject: Rate Increase

I am writing to protest the proposed 38% increase in your services. Seniors and so many others on fixed incomes will not get even get a small C.O.L.A., and are struggling to maintain as well as possible under adverse circumstances and inflation. Please reconsider.

Also, I would like an answer to what I am about to tell you, preferably by letter. Have you received or used any of the multi millions of dollars the Indiana Lottery has been giving to Jeffersonville and Clark County the last several years? They are still receiving huge amounts, but when you try to find out exactly who is getting the money, it is a closed door. I suppose a group of us will have to use the Freedom of Information Act to obtain an answer, but it would be so much simpler if we could just get an honest straight answer. Of course, the amounts sent to the local governments are easily obtained by telephoning the Indiana Lottery itself to find out the distribution of their monies locally. There should be accountability as there was in Revenue Sharing. The proposed expenditures had to be published, and then after the monies were received there had to be another publication showing EXACTLY how the monies were spent. If all governmental agencies worked on this principle, this country would not be in the shape it is in now. There would be a "Tea Party" by enraged citizens.

Thank you for your answer and your reconsideration of such a large cost increase for your company.

Margaret Jeffery
2912 S. Walford Dr.
Jeffersonville, IN 47130-5333

Daniels, Sandy

From: Vance Conrad [v.conrad@insightbb.com]
Sent: Sunday, October 25, 2009 12:57 PM
To: UCC Consumer Info
Subject: water rate increase

as a concerned customer of indiana american water co. and a clarksville ind. resident the propsed 38 percent increase in water charges is unheard of.

as a senior citizen myself we are paying 27.00 a month now for a two person residence. seniors as well as others are struggling with the economy. this increase is way out of its league. people on unemployment and seniors are just getting by now. the senior citizens do not even get a cost of living next year and if they would its at the most 2 percent. i am sure those on unemployment as well as us would be very thrilled to receive 38 percent increase.

with this big increase you have to decide on food, medicine or pauy your water bill.

i truly hope the indiana utility regulatory commission considers in their decision to vote this large rate increase down and think of all customers involved and give people one less thing to worry about and maybe all of us can sleep a little better.

thank you.

v. conrad
909 longfield drive
clarksville,in diana 47129

Oct. 17, 2009

Sir;

I think we are paying to much already
For water bills. It needs to stop with
the price increase - We can't afford higher
water bills.

Thank you

Agatha Kimble

1695 NOE Rd

Mitchell, IN 47446

Agatha Kimble
1695 Noe Rd
Mitchell IN 47446-6142

OCT 20 PM 3:16

Re: Case no. 43680

SEP 23 PM 1:53

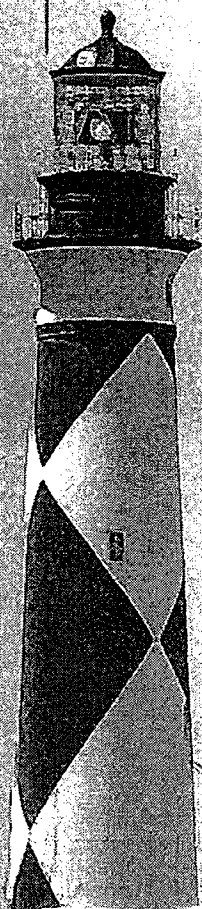
We believe that an increased cost to us of \$135^(or \$150) per year is quite a hefty fee for us to handle. - the "rising cost" & investment & expansion of service areas of the utility company has not benefited us in any way.

We are 78 & 77 yrs. of age on a very limited income. We need many home repairs & furniture replacement. We cannot afford the "rising costs".

We strongly ask you not to approve this rate hike -

Robert & Hermene Stulz
69 S. Dawn Dr.
Franklin, In 46131

Mr. & Mrs. Robert Stulz
69 S Dawn Dr.
Franklin, IN 46131



A Special Note...
Consumer Service Staff.

I object to the proposed
water rate increase at
this time or at least the
amount of increase -
Families are having a
rough time already with
the economy. We can't
afford what bills we
have now -

Please reconsider this
proposal.

Thank you -

Laura J. Julian



Laura J. Julian
1580 Thornburg Ln
Franklin, IN 46131

SEP 16 PM 1:08

SEP 18 PM 1:31

43680

Please do not
allow the Indiana
Water Company to
increase their rates
31.5%.

Thank-you.

Maxine Ettema
(Consumer)

151 Shorewood Dr
Valparaiso, IN 46385



Ms. Maxine A Ettema
151 Shorewood Dr
Valparaiso, IN 46385

43680

SEP 21 PM 12:18

Indiana American Water Co.

Case # 43680

We are very upset with the request for an increase in our water rate.

You are not the only ones who would like to have more cash for ~~our~~^{their} expenses.

Some people have lost their jobs and I am sure they are suffering and panicing.

We are on a fixed income and yet our expenses keep going up. Our groceries, prescriptions, gasoline, insurance, etc. No one has mentioned a raise.

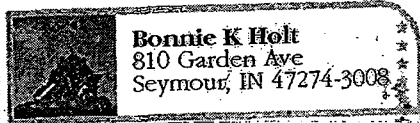
We try to give what little we can to the food pantries and volunteer if we can. (over)

We are asking you to find
another way. How about
reducing some of the higher
wages and pinch pennies like
your customers do.

Sincerely

Kathryn R. Beavis
517 Monte Vista Dr.
Greenwood, In, 46143

9-15-09



SEP 18 PM 1:21

43680

Dear Consumer Counselor's

I am writing in regards of;
IURC Cause No. 43680.

I am very concerned with the 21.5 %
rate hike that In. American Water Co. is
asking for.

You might not think the extra amount of
money that would increase our bill each month
would matter or make a difference to families
but it sure does!

We can't ask for a raise when we feel like
it, and with our salary's not increasing and
more money going out, we feel so overwhelmed
we don't know what to do.

This is the first time I have ever spoken
up, which we have always tried to endure
and respect our utility Co's.

It really I notice when one utility approves an
increase most of the other's will follow, you add
that all up and that takes a good size chunk
out of our pay each month.

I am the only one working and have been
for over a year and my hours is from 5 A.M. to
5:00 p.m. and I work very hard, but pay checks
only go so far, and due to the ~~the~~ economy
I know I'm not speaking for only my family.
over →

So please, when you go to put this
increase in place, I'm asking all of you
won't you please think of the hardship
we will all be facing for right now
anyway! I'm asking for a postponing
for now!

Thank you all so much for
reading my letter! Please Help!!

Sincerely

Bonnie Holt

810 Darden Ave.

Seymour, In. 47274

Reference to IURC

Case No. 43680

P.S.

My Husband has not worked over a year now
due to being under Doctors care!

Please Help!



Mr. Robert C. Parker
531 Lazy Ln
Greenwood, IN 46142-4312

INDIAN
21 SEP

43680

Sept. 20, 2009

To: Consumer Services Staff

The request by Indiana American Water Co. for a 38% increase in water rates for Johnson County is an extravagant, unrealistic request. In our present economy with many unemployed and with many retired residents on fixed incomes in this area, this increase will present a hardship on monthly budgets. As water rates rose in 2004 and 2007, what more can be expected in the future?

Please be realistic and deny this tremendous request from a New Jersey based company.

SEP 22 PM 1:11

Sincerely,

Ref:
Case #43680

Robert C. Parker
Debbie B. Parker
531 Lazy Lane
Greenwood IN 46142

SEP 17 PM 1:51

43680

To - (Pertaining to IND. AMERICAN)
Consumer Service Staff. WATER
Indiana Office of Utility Consumer Counselors
115 W. Washington St. Suite 1500 South
Indianapolis, IN 46204

How can you ask for
a 7.5% increase or even
consider it. Lots of people are
laid off or down right fired.
No jobs, no MONEY. Also consider
the people who are retired!!
This year we got NO RAISE,
but everything else goes UP
Fixed incomes - people!
I suggest you deny the
increase - Completely - We
are all doing without, let
Indiana AMERICAN WATER
do the same this year. Maybe
next year will be better.

Theresa Linda LOCK



Linda Lock
731 Linden Dr.
Seymour, IN 47274-2637

Case # 43680

SEP 17 PM 1:52

Sept. 15th article in Daily Journal 9/15 43680

Hi Anthony,

Lto Majorie - I use to give you your pay-
c heck.

I understand rise in cost but these utility
companies have got to slow down. This rate
increase is way too much. Indiana American
needs to consider that people are without jobs,
on fixed incomes and really struggling to live
day to day. Sometimes I think they only think
of themselves and don't look at the real
picture. "Think outside the box"

I have faith in the Office of Utility
Consumer Counselors that you all will
fight hard for all of us out here.

Please say hello to those that are still
there that I knew.

Now go fight Indiana American.

I hope you hear from a lot of people.

Majorie Askey

1545 Black Oak Court

Franklin, IN 46131

43680

September 19, 2009

Consumer Services Staff
Indiana Office of Utility Consumer Counselors

Gentlemen: Case No. 43680

Indiana American Water Co. plans to raise its water rates by nearly 40% in Johnson County.

As a resident of Johnson County and a senior citizen, I respectfully request that you seriously consider this request as excessive in light of the economic downturn in our economy.

There seems to be no valid reason for this rate increase.

Please use your brains when considering this request.

Thank you for your consideration,

Joanne E. Spears
174 Center Court
Franklin, Indiana 46131

Joanne E Spears
174 Center Ct
Franklin IN 46131-1332

SEP 22 PM 1:12

9-16-09

To Consumers Services Staff 43680

I am writing to say please do not raise our water bill at this time. We are retired living on Social Security and can not afford any higher utility bills in this tough economic times. Please consider something for senior citizens.

Thank you
James & Lynn King
PO Box 204
Franklin, In
46131

SEP 17 PM 1:52

September 30, 2009

Here is a question for everyone out there in water land.... "When will the City of Indianapolis and the Indiana Utility Regulatory Commission investigate Veolia Water Indianapolis?

Veolia Water continues to struggle with key components of the revenue cycle. Problems include billing errors, poor customer service, high rate of uncollectible revenue, inadequate meter management and business processes. Veolia Water Indianapolis senior management does not understand the importance of managing the daily revenue cycle.

Perhaps the City of Indianapolis should hire an external auditor to confirm lost revenue due to lack of Veolia's effort to correct known conditions (follow the money or should it be lack of money).

- Main Extension and Area Rate billing errors have been ongoing since the inception of Veolia Water.
- Water usage on inactive accounts are not investigated
- Malfunctioning meter remain in service
- Delinquent accounts are not selected and routed for turn off

Also, it would be beneficial for the IURC to investigate the water main pipe lying at the entrance of Southport Road treatment plant. It's been there for the past three years. I'm sure there was an opportunity to use it on another main job.

The rate payers should not be penalized for the lack of Veolia Water Indianapolis poor management skills. The customers of Indianapolis can not afford another rate increase.

Regards,

Indianapolis Water Rate Payer

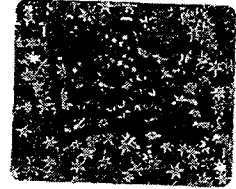
OCT 6 PM 1:45

CC:
IURC
OUCC
Citizens Energy

From!

Lynn D. Sutherland
834 Sarasota Dr.
Seymour, IN 47274

Sept 12th 2009



In Reference To - IURC Cause No. 43680

21.5% increase is way out of line, when the economy is very bad at this time.

I am Retired at this time, and there is not going to be any increase in my Social Security this coming year! I am on a limited budget. This will work a hardship on my wife & I.

I understand that the cost of maintenance is going up, so there are other way to raise revenue.

1. Make employees take a week off without pay!
2. Cut wages across the board by 5% a year!

This is what the company I worked for did, and it saved thousands of Dollars!

Too many young people are trying to raise a family on unemployment, and this will only increase their financial situation!

So, don't ask for such a big increase, 2% or less if you have to raise costs!

SEP 15 PM 1:06

Sincerely
Lynn D. Sutherland

Daniels, Sandy

43680

From: UCC Consumer Info
Sent: Friday, September 25, 2009 9:36 AM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: Proposed water rate hike

From: Wayne Ferrill [mailto:weebferrill@att.net]
Sent: Friday, September 25, 2009 9:28 AM
To: UCC Consumer Info
Subject: Proposed water rate hike

Dear Sirs,

My wife Karen and I believe 38% is much too much to raise our water rates.

If the utility is upgrading facilities in its present service area, 10% seems to make much more sense. If, on the other hand, you are expanding service area, let the new area pay the extra for extending service, we had to do that when we built our home.

Thank you, Wayne Ferrill 681 Colonial Way Greenwood, IN 46142-1811

Daniels, Sandy

43680

From: UCC Consumer Info
Sent: Friday, September 25, 2009 7:06 AM
To: Daniels, Sandy
Subject: FW: Case #43680

From: amanda rodgers [mailto:manda1685@yahoo.com]
Sent: Thursday, September 24, 2009 3:33 PM
To: UCC Consumer Info
Subject: Case #43680

Dear Consumer Services Staff, Indiana Office of Utility Consumer Counselor,

I am a 68 year old widow that receives disability/social security. My income is \$1234.53 a month. Out of this amount I have to pay my mortgage, utility bills, telephone, my share of prescription medicine and groceries. I can barely scrape by now as it is, with a little help from family. I cannot afford a rate hike of almost 40% on my water bill.

My name is Carolyn Montgomery

My address is 287 Woodfield Dr. N. Franklin, IN. 46131

Daniels, Sandy

43680

From: UCC Consumer Info
Sent: Friday, September 25, 2009 7:06 AM
To: Daniels, Sandy
Subject: FW: Website Contact Form

-----Original Message-----

From: Web Form Poster [mailto:tjfishes@netzero.net]
Sent: Thursday, September 24, 2009 3:24 PM
To: UCC Consumer Info
Subject: Website Contact Form

Title: Mr.
First Name: thaddeus
Last Name: andrews
Email: tjfishes@netzero.net
Street Address: 476 southgate dr
City: greenwood
State: IN
Zip: 46143
Phone: (317)881-1377 ext.
Type: home
No Phone Service:
Case Number: 43680 in. amer. water
Comments: we cannot stand any more increases from any utilities. we are in a very serious recession. many homes in this county are sitting empty and there will be lots more empty if 40% increases are granted. somebody should start using some common sense.

Daniels, Sandy

43680

From: UCC Consumer Info
Sent: Friday, September 25, 2009 9:35 AM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: Website Contact Form

-----Original Message-----

From: Web Form Poster [mailto:diana.westerman@comcast.net]
Sent: Friday, September 25, 2009 9:13 AM
To: UCC Consumer Info
Subject: Website Contact Form

Title: Mrs.
First Name: Diana
Last Name: Westerman
Email: diana.westerman@comcast.net
Street Address: 5 Elmwood Dr.
City: Muncie
State: IN
Zip: 47303
Phone: (765)631-0804 ext.
Type: mobile
No Phone Service:
Case Number: Water Comany

Comments: I see your having a hearing on possible rate increase for our area. I beleive with our current ecomony problems we can't afford another rateincrease. Please start thinking about us Seniors who are alreadystruggling, We've been told we will not receive a cost of livingincrease for the next two years, since and and the cost of living hasnot raised! Then we hear how we're getting all these rate hikes. Wedidn't fall of the turnip truck yesterday.



43680

FAX

6030 S. Harding Street
Indianapolis, IN 46217

Phone: 317-782-1600
Fax: 317-782-0805

Date: 9/28/09

TO: Indiana Office of Utility
(Company) Consumer Council

Attn: Consumer Services Dept.

From: Sandy Hindrickson

No. of pages (including cover): (1)

Subject: Proposed Water Rate by Indiana
American Water Co.

We in Johnson Co. do not want a
Rate Increase.

Keep rates steady.

Case # 43680

Daniels, Sandy

43680

From: UCC Consumer Info
Sent: Tuesday, September 29, 2009 8:12 AM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: 38% water rate increase=43680

From: mbrown102@sbcglobal.net [mailto:mbrown102@sbcglobal.net]
Sent: Tuesday, September 29, 2009 7:58 AM
To: UCC Consumer Info
Subject: 38% water rate increase=43680

Please, PLEASE stop this madness! A 38% increase is stupid! With the economy the way it is now many folks will not be able to absorb this increase. The Water Company should be reasonable about their 'increase request'! If an increase is necessary, PLEASE be reasonable.

Mary J. Brown, property owner
102 W. Broadway St.
Shelbyville, IN 46176

Daniels, Sandy

43680

From: UCC Consumer Info
Sent: Thursday, September 24, 2009 12:50 PM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: Case number 43680

From: jim [mailto:jksteuer@sbcglobal.net]
Sent: Thursday, September 24, 2009 1:47 PM
To: UCC Consumer Info
Subject: Case number 43680

Kathleen and James Steuer
841 Ravenwood Drive
Greenwood Indiana 46142
317-889-0423

Enough! How brazen, asking for such an increase in today's economy . You and this current government administration we have, are trying to bankrupt us individuals. While I have your "ear" let me say we pay a "high" price for your water now, that we can't even drink unless we FILTER it. It leaves a scum in the coffee or tea cup unless we filter it, which is an added expense already for us.

On case number 43680 we say NO!

Daniels, Sandy

43680

From: ellison4604@comcast.net
Sent: Monday, October 05, 2009 4:02 PM
To: UCC Consumer Info
Subject: Water Rate Hike

Oct. 5, 2009

To whom it may concern:
IN.govOUCC

In response to your request for our opinion on the water rate hike, we are stating no hike or a very small hike in rates. Mr. Ellison is on disability oxygen 24/7 and we are on a fixed income we cannot continue to have ever increasing utilities. I'm sure there are hundreds like us. PLEASE no or very small 2.5% increase.

Thank You for your time.

Sincerely
Mr. & Mrs. Pablo Ellison

Cause number 43680 Indiana American Water
Pablo & June Ellison
4604 W Woodway Dr
Muncie, In. 47304-4182
765 284 1204 Thank you----- Original Message -----

Daniels, Sandy

43680

From: UCC Consumer Info
Sent: Wednesday, October 14, 2009 6:54 AM
To: Daniels, Sandy
Subject: FW: Water Rate Hike

Additional info

From: lou44@comcast.net [mailto:lou44@comcast.net]
Sent: Wednesday, October 14, 2009 2:33 AM
To: UCC Consumer Info
Subject: Re: Water Rate Hike

The utility I am referring to is Indiana American Water. My name is Louis C. Schmitt 3984 Shadow Hill Lane Greenwood , In. 46142

----- Original Message -----

From: "UCC Consumer Info" <uccinfo@oucc.IN.gov>
To: lou44@comcast.net
Sent: Tuesday, October 13, 2009 7:05:48 AM GMT -05:00 US/Canada Eastern
Subject: RE: Water Rate Hike

Dear Consumer,

As indicated in our previous email to you, in order for the OUCC to process your comments and file them with our testimony we will need the following information:

The name of the utility you're referring to.

Your full name.

Your full address, including city and zip code.

If you would like your comments to be included in the official record, please provide the information requested.

Sincerely,

Consumer Services Division
OUCC

From: lou44@comcast.net [mailto:lou44@comcast.net]
Sent: Thursday, October 08, 2009 8:46 AM
To: UCC Consumer Info
Subject: Water Rate Hike

I live in Greenwood and fill that a rate hike of \$11.25 a month is excessive to say the least. I did not see in the article dated Oct.1st. any reference to what the executives and middle mgt and up are sacrificing as to benefits and pay reductions. I feel that once these people take a 25% pay cut, cut out bonuses, and reduce their benefits then maybe I could agree to a \$5.00 a month hike.

Daniels, Sandy

43680

From: UCC Consumer Info
Sent: Monday, September 28, 2009 7:39 AM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: UTILITY INCREASES

From: Jmochal02@aol.com [mailto:Jmochal02@aol.com]
Sent: Friday, September 25, 2009 2:32 PM
To: UCC Consumer Info
Subject: UTILITY INCREASES

Why bother going and wasting every ones time to speak against rate increases???
Do you really think ANYONE with a brain wants rate increases ??? Besides, you
just give the utility companies what they want anyway !!! Right ??

Jim Mochal

Daniels, Sandy

From: UCC Consumer Info
Sent: Tuesday, October 20, 2009 8:04 AM
To: Daniels, Sandy
Subject: FW: rate increase

Additional information has been requested.

From: ednterrie@comcast.net [mailto:ednterrie@comcast.net]
Sent: Friday, October 16, 2009 9:46 PM
To: UCC Consumer Info
Subject: rate increase

It seems like every time times are tuff,everyone wants to increase their rates. There are alot of people without jobs,that have no way to feed their families,and pay for heating . My husband has been without a job since March. It is just the two of us, and our water is 35.00 a month. I know that it costs more to treat the water and pay for employees to deal with everyday problems, but increasing the rates at this time, when the economy is such a mess seems to be a very bad idea. To many people cannot aford to deal with this problem on top of all that they are dealing with already. If there needs to be an increase, does it have to be that much right now? Please reconsider. Thank you

Daniels, Sandy

43680

From: UCC Consumer Info
Sent: Tuesday, September 22, 2009 11:09 AM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: Indiana American Water case #43680

From: John Morton [mailto:morton64@att.net]
Sent: Tuesday, September 22, 2009 11:00 AM
To: UCC Consumer Info
Subject: Indiana American Water case #43680

Consumer Services Staff
Indiana Office of Utility Consumer Counselor

Reference case #43680

As a resident of Greenwood, Indiana and a customer of American Water I urge you to carefully consider the rate hike and it's effect on the citizens of Indiana. While almost everyone's income is stagnant or going down, a rate increase will be a hardship for many people. My husband and I are in our 60's and facing retirement in the very near future. We own our home and my biggest fear is that sometime in the future we will be forced to move from our home due to the high cost of utilities. We already practice water conservation to (a) save money and (b) be a good steward of God's earth and resources. The only place we can save on the use of water would be not to flush the toilet after each use...and we may have to start that practice.

Please carefully consider the effect of a rate hike on the citizens of Indiana.

Sincerely,
Janet F. Morton
480 Hacienda Place
Greenwood, Indiana 46143

43680

Consumer Services Staff
Indiana Office of Utility Consumer Counselor
115 W. Washington Street, Suite 1500 South
Indianapolis, IN 46204

9-16-09

SEP 18 PM 1:21

Reference: IURC Cause No. 43680

I would like to strongly object to the Indiana American Water Company proposed hike in the water rates for the Seymour, Indiana area.

The utility received almost a 10% increase in 2007, and now only two years later to request a 22% increase is totally out of line and unreasonable.

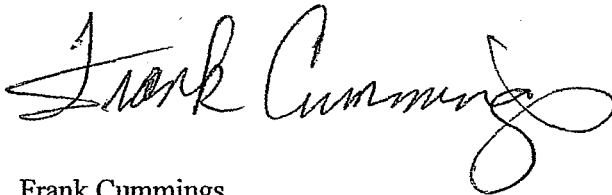
What other monopoly (or normal business) in the state of Indiana has received an increase similar to this in only the last three years?

I realize it is very costly to install wells, water lines, and storage facilities. However this entire infrastructure is already in place. All the utility has to do is operate and maintain the infrastructure. The water infrastructure for our area near Seymour (Snyde Acres) was installed and paid for by our federal tax dollars, and then turned over to the water company at no cost (due to a pollution settlement).

Does the Indiana American Water Company not realize that we are in a serious recession? They need to adjust their living (operating) standard to reflect what is happening in the overall economy in this area and throughout this nation. They seriously need to separate their "Needs" from their "Wants".

I think it takes a lot of nerve to propose ANY rate increase in water rates after receiving a 10% increase just two years ago. The cost to the customer for water seems very high to me as is.

Thank you for your consideration.

A handwritten signature in black ink, appearing to read "Frank Cummings". The signature is stylized with a large, looping "C" at the end.

Frank Cummings
210 Hackberry Drive
Seymour, IN 47274
812.523.1017



L. Gene White & Associates
P.O. Box 17880
Indianapolis, IN 46217

801 Lowes Blvd Suite C
Greenwood, IN 46142
Phone 317-889-1800 Fax 317-865-9310

43680



17 September 2009

SEP 18 PM 1:22

Consumer Services Staff
Indiana Office of Utility Consumer Counselor
115 W. Washington St. - #1500 South
Indianapolis, Indiana 46204

Re: Case #43680

To Whom It May Concern:

I am writing to object to the proposed rate increase by the Indiana American Water Co. that would raise our water rates by nearly 40 percent. The information from the Johnson County Journal indicates that this same company had an increase in 2007 of 10.1%. At that time, they had requested an 18% rate increase. No doubt, whatever rate increase is approved, Indiana American Water Co. will be back for yet another increase within the next year or two.

At a time when most utilities, companies and financial institutions are striving to lower costs, this water company is proposing an absurd increase that would create an additional \$46 million in revenue. Companies that have mismanaged planning and expenditures to that degree should be closely regulated to protect the consumer from these additional costs.

Please strongly consider rejecting this proposed rate increase and giving the consumer some additional time to regroup from the economic conditions that we are now facing.

Thank you for your consideration

Gene White

Home address: 6132 Deerwood Court
Greenwood, Indiana 46143

GW/be

Daniels, Sandy

43680

From: UCC Consumer Info
Sent: Friday, September 18, 2009 2:48 PM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: IURC Cause No. 43680

From: ed.smith.realtor@comcast.net [mailto:ed.smith.realtor@comcast.net]
Sent: Friday, September 18, 2009 2:41 PM
To: UCC Consumer Info
Subject: IURC Cause No. 43680

To Whom it my concern

At a time when Jobs a scarce, and unemployment high I don't think a rate hike of almost 40% is in the customers best interest. Fuel costs have gone down in the past year so IAW should have less expense than a year ago. I'm on social security and have been informed there will be no cost of living raises in the next three years. I'll be the fat cats at IAW are getting raises!!! In closing. A small raise in rates might be acceptable but 40% isn't. Thanks for listening.

Ed Smith
67 14th Street
Franklin, IN 46131

Daniels, Sandy

From: UCC Consumer Info
Sent: Monday, September 21, 2009 7:18 AM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: NO TO water cost hike

From: Zeki USA [mailto:zeki2008@comcast.net]
Sent: Saturday, September 19, 2009 8:52 PM
To: UCC Consumer Info
Subject: NO TO water cost hike

zeki ilgin

2926 burge dr. crown point,in.

we had water rate incriase just 2 years ago we do not need an other one in this stragglng economy...

sincerely yours

Daniels, Sandy

From: UCC Consumer Info
Sent: Monday, September 21, 2009 7:18 AM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: IURC Cause No. 43680

From: Sharon Hunt [mailto:shunt1533@att.net]
Sent: Saturday, September 19, 2009 5:30 PM
To: UCC Consumer Info
Subject: IURC Cause No. 43680

----- Original Message -----

From: Sharon Hunt
To: uccinfo@oucc.in.gov
Sent: Saturday, September 19, 2009 4:26 PM
Subject: Indiana American Water Rate increase.

To Whom it May Concern,

Please hold this utility company down on raising water rates in Northwest Indiana. They had an increase in 2007. As a senior citizen on a fixed income, I as well as my friends cannot afford more and more increases by these utility companies. People are not in very good positions right now with the economy the way it is and every entity gouging at your income. Please stop this rate increase. Also, Watch NIPSCO. They are gouging people also.
Thank you for your time.

James and Sharon Hunt
8455 Marshall Street
Merrillville, IN 46410

Daniels, Sandy

From: UCC Consumer Info
Sent: Monday, September 21, 2009 7:20 AM
To: Daniels, Sandy; Swinger, Anthony
Subject: IAW

-----Original Message-----

From: Web Form Poster [mailto:john.magojr@sbcglobal.net]
Sent: Saturday, September 19, 2009 2:41 PM
To: UCC Consumer Info
Subject: Website Contact Form

Title: Mr.
First Name: John
Last Name: Mago JR
Email: john.magojr@sbcglobal.net
Street Address: 3972 Marshall Place
City: Gary
State: IN
Zip: 46408
Phone: (219)313-0992 ext.
Type: mobile
No Phone Service:
Case Number: Indiana American Water
Comments: We as workers get 2-6% raises a year they should receive that as well. We all should make a living and as business owners make a profit butfairly.

Daniels, Sandy

From: UCC Consumer Info
Sent: Monday, September 21, 2009 7:21 AM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: Indiana American Water Rate increase.

From: Sharon Hunt [mailto:shunt1533@att.net]
Sent: Saturday, September 19, 2009 5:27 PM
To: UCC Consumer Info
Subject: Indiana American Water Rate increase.

To Whom it May Concern,

Please hold this utility company down on raising water rates in Northwest Indiana. They had an increase in 2007. As a senior citizen on a fixed income, I as well as my friends cannot afford more and more increases by these utility companies. People are not in very good positions right now with the economy the way it is and every entity gouging at your income. Please stop this rate increase. Also, Watch NIPSCO. They are gouging people also. Thank you for your time.

Daniels, Sandy

From: UCC Consumer Info
Sent: Monday, September 21, 2009 7:22 AM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: Indiana American Water Rate Proposed Hike of 31.5%!!!!

From: John Mago jr [mailto:john.magojr@sbcglobal.net]
Sent: Saturday, September 19, 2009 2:22 PM
To: UCC Consumer Info
Cc: uccinfo@oucc.IN.cov
Subject: Indiana American Water Rate Proposed Hike of 31.5%!!!!

To whom this concerns:

I was writing to explain my take on the rate hike. I believe everyone should make a living, and if you own a business make a profit. What I also understand to be true is that we workers of America recieve generally 2-6% raises a year. I believe that would be fair for the Water company to make on their rate hike. What is fair for one is fair for all. We make a little more you make a little more.

Thanks for your time,

JOHN M. MAGO, JR.

From: Darrell Walton [mailto:darrellwalton50@yahoo.com]
Sent: Thursday, October 01, 2009 2:36 PM
To: UCC Consumer Info
Subject: water

i thing its time to stop riseing the prices and look at what you are doing to the people at this citys loseing there home that is what u are doing along with the other bills that we get people cant live its tough time for people that works OR AND A FIX INCOME try a fix income for your self and see if you can live what out things . i think your prices going up make people do dumb thing just watch and listen .

Daniels, Sandy

From: UCC Consumer Info
Sent: Monday, September 21, 2009 7:22 AM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: Increase for American Water Co. ?

From: RICHARD E KREBBS [mailto:rkrebbs@sbcglobal.net]
Sent: Saturday, September 19, 2009 11:17 AM
To: UCC Consumer Info
Subject: Increase for American Water Co. ?

I as a customer would not mind paying an increase if they would make the water that tasted decent, (it tastes like chlorine.)

I called the water company , they came out and checked the it and said it is borderline, but drinkable.

My wife and i didn't like the taste of chlorine in the water. so we purchased a drinking water system for the house, that makes our water expense already increased.

ref. # 43680

Richard E. Krebs
1672 Doub St.
Greenwood, In 46143

Daniels, Sandy

From: UCC Consumer Info
Sent: Monday, September 21, 2009 10:29 AM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: water rate hike

From: FORREST SUTTON [mailto:tugsutton@sbcglobal.net]
Sent: Monday, September 21, 2009 10:11 AM
To: UCC Consumer Info
Subject: water rate hike

I am very much opposed to this rate increase. Many people would be hurt by it, as the economy is still struggling. Individuals have had to cut back and business needs to do the same. This will hurt not only individuals but business as well, especially small business and rental property owners. If they have already built the improvements, they need to absorb the costs. While I am for water conservation, I don't think we need to add to the economy's problems at this time. I am for no increase, but certainly don't want to see a 38% increase. That is just very poor timing and planning.

Thanks

Tug Sutton

Daniels, Sandy

From: UCC Consumer Info
Sent: Monday, September 21, 2009 1:05 PM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: Indiana American Water Rate Increase - Case 43680

From: William Lambing [mailto:w0lpq9@msn.com]
Sent: Monday, September 21, 2009 12:28 PM
To: UCC Consumer Info
Subject: Indiana American Water Rate Increase - Case 43680

Having been a customer of Indiana American Water since 1989, and having been a resident of Greenwood since late 1989, I note increases have not been all that bad. That said, don't forget us who are on a fixed income, whether it be a retirement stipend or SSA or both. We note that there will be no SSA increase this year or probably the next couple of years, yet our Medicare Insurance rates certainly are not stopped from increasing. This of course leads one to the hard fact that there will be less money to go for usual or unusual bills.

We certainly agree that things have gone up, including the very resources that Indiana American water uses in their daily business of processing our water.

We would ask that the rate increase be looked at very hard, due to many of us being on a fixed income. We don't get "rate" increases in our retirement or SSA allotments, yet we are continually asked to pay more for services. Where does it end? We are forced to eat out less, thus eating establishments get less of our money, since there is less to go around. Gas stations are getting less of our money, since we cannot afford to go places due to everything else costing more. Again, where does this end?

Thank You for the opportunity to express our opinions.

William P. Lambing
180 No. Windmill Tr.
Greenwood, IN 46142

317-885-0068

Daniels, Sandy

43680

From: UCC Consumer Info
Sent: Tuesday, September 22, 2009 7:27 AM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: Water rate hike

From: krblessu@comcast.net [mailto:krblessu@comcast.net]
Sent: Monday, September 21, 2009 5:21 PM
To: UCC Consumer Info
Subject: Water rate hike

I am an Indiana American Water customer and I say NO to a rate hike--we already are getting hit with so much at this time. We need no new raises!! Water is not soft and tastes terrible!!

Sincerely,
Rose Vaudt
392 Keystone Drive
Valparaiso, IN. 46385

Customer Account Information

For Service To: Benny Joe Hancock
3607 W Co Rd 250s
Account Number: 10-0152413-9
Premise Number: 10-0086961

Billing Period & Meter Information

Billing Date: Sep 17, 2009
Billing Period: Aug 13 to Sep 14 (32 days)
Next reading on/about: Oct 13, 2009
Rate Type: Residential

Meter readings in current billing period:

Meter Number 083903163A is a 5/8-inch meter.
Present-actual 182
Last-actual 175
100 Cubic Feet used 7
1 cu. ft. equals 7.50 gallons
Gallons used 5250

Billing Summary

Prior Balance	
Balance from last bill	\$29.06
Payments as of Sep 17, 2009. Thanks!	-29.06
Total prior balance, Sep 17, 2009	.00
Current Water Charges	
Customer Service Charge	11.29
Water Charge (\$2.405300 x 7.00)	16.84
Total water charges, Sep 17, 2009	28.13
Other Current Charges	
Distrib System Improv Charge	1.57
Total other charges, Sep 17, 2009	1.57
Taxes	
Indiana Gross Retail Tax	2.08
Total taxes, Sep 17, 2009	2.08
Total Current Charges	\$31.78
TOTAL AMOUNT DUE	\$31.78

Customer Account Information

For Service To: Benny Joe Hancock
3607 W Co Rd 250s
Account Number: 10-0152413-9
Premise Number: 10-0086961

Billing Period & Meter Information

Billing Date: Jan 19, 2009
Billing Period: Dec 16 to Jan 12 (27 days)
Next reading on/about: Feb 12, 2009
Rate Type: Residential

Meter readings in current billing period:

Meter Number 083903163A is a 5/8-inch meter.
Present-actual 127
Last-actual 121
100 Cubic Feet used 6
1 cu. ft. equals 7.50 gallons
Gallons used 4500

Billing Summary

Prior Balance	
Balance from last bill	\$28.20
Payments as of Jan 19, 2009. Thanks!	-28.20
Total prior balance, Jan 19, 2009	.00
Current Water Charges	
Customer Service Charge	11.29
Water Charge (\$2.405300 x 6.00)	14.43
Total water charges, Jan 19, 2009	25.72
Other Current Charges	
Distrib System Improv Charge	.64
Total other charges, Jan 19, 2009	.64
Taxes	
Indiana Gross Retail Tax	1.84
Total taxes, Jan 19, 2009	1.84
Total Current Charges	\$28.20
TOTAL AMOUNT DUE	\$28.20

9/21/09
H3680

To whom it Applies

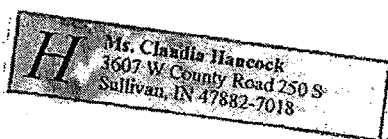
Please Do Not Allow a Rate
Increase. They Have Raised Rates This
Year. Has your pay gone up this year —
Neither Has Ours — Let them use it to profit
Account - Improvements - Not in our Area —

Thank you.

Senior Citizens don't need the raise either
Sullivan Co is a poor county & Area
People don't need more stress or expense

Thank you

Clara Hancock



SEP 22 PM 1:13

Daniels, Sandy

43680

From: UCC Consumer Info
Sent: Wednesday, September 16, 2009 2:51 PM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: Website Contact Form

-----Original Message-----

From: Web Form Poster [mailto:tomdebc@comcast.net]
Sent: Wednesday, September 16, 2009 1:47 PM
To: UCC Consumer Info
Subject: Website Contact Form

Title: Mr.
First Name: thomas
Last Name: carver
Email: tomdebc@comcast.net
Street Address: 3685 mansfield street
City: Portage
State: IN
Zip: 46368
Phone: (219)789-6491 ext.
Type: mobile
No Phone Service:
Case Number: Indiana American Water Co.
Comments: Please do not allow IND American Water Co. to raise their rates. It is not fair in this economy to allow the rates to raise. INAW Co should be forced to do what every other business and family has been forced to do - tighten their belt, cut spending, and become more efficient.

Daniels, Sandy

43680

From: UCC Consumer Info
Sent: Tuesday, September 15, 2009 11:18 AM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: water rate hike

From: Paul Janis [mailto:pjdoc@hotmail.com]
Sent: Tuesday, September 15, 2009 10:55 AM
To: UCC Consumer Info
Subject: water rate hike

My name is Paul Janis and I am an Indiana American Water customer. I am writing to oppose their request for a 38% rate hike. The reference/case number is 43680.

There is no competition in utilities. I cannot choose where I purchase water from. Few other businesses have that luxury. Ultimately, is a 38% increase to balance their budget or is it to help the shareholders? Is there any other industry raising their fees by that big a percentage in these economic times?

I understand that costs raise for companies. But not by 38%, especially when they just raised rates by 10% just two years ago. What will prevent Indiana American Water from suggesting a 50% increase next year? And the year after? Please deny their rate increase request.

Your E-mail and More On-the-Go. Get Windows Live Hotmail Free. [Sign up now.](#)

Daniels, Sandy

From: UCC Consumer Info
Sent: Tuesday, September 15, 2009 1:34 PM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: Water Rate Increase - Case #43680

From: fricke67@comcast.net [mailto:fricke67@comcast.net]
Sent: Tuesday, September 15, 2009 12:14 PM
To: UCC Consumer Info
Subject: Water Rate Increase - Case #43680

I think a 40% rate increase is absolutely ridiculous. With all the unemployment and pay cuts that are going on for Indiana American Water to even request such an increase is pure stupidity. If the state regulators even consider giving this increase---they should have their collective heads examined!

We are close to retirement age and if all utilities decided to raise their rates 40%, we would be broke.

Do want you can to stop this foolishness!

Tom Fricke
Greenwood, In

Daniels, Sandy

From: UCC Consumer Info
Sent: Tuesday, September 15, 2009 2:14 PM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: Website Contact Form

-----Original Message-----

From: Web Form Poster [mailto:sandylr16@yahoo.com]
Sent: Tuesday, September 15, 2009 1:42 PM
To: UCC Consumer Info
Subject: Website Contact Form

Title: Ms.
First Name: sandra
Last Name: royer
Email: sandylr16@yahoo.com
Street Address: 599 kentucky
City: franklin
State: IN
Zip: 46131
Phone: (317)736-3540 ext.
Type: work
No Phone Service:
Case Number: 43680

Comments: I donot think that our water bill should be raised nearly 40%. Franklin as well as Greenwood have suffered loss of business, manyforeclosures, high numbers of unemployed. franklin hasn't totallyrecovered from the flood of '08 feel this much of an increase iscriminal. I can understand some rate increase is neccessary but notthis much.

Daniels, Sandy

From: UCC Consumer Info
Sent: Tuesday, September 15, 2009 3:34 PM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: Case Number 43680 - 38% rate increase

Importance: High

From: Linda Easterday [mailto:rlasterday@sbcglobal.net]
Sent: Tuesday, September 15, 2009 2:27 PM
To: UCC Consumer Info
Subject: Re: Case Number 43680 - 38% rate increase
Importance: High

To Our State Regulators:

I am appalled that Indiana American Water is even considering this. If they want to get an extra subsidy, they should ask those in the immediate area who are benefiting from the upgrade to help offset their expenses, especially businesses or developers .

I can see a slight increase might be justified, but not 38%. Our monthly water bill is usually just below \$30. We try to conserve on water now to keep our bill down. We are retired and on a fixed income.

PLEASE DO NOT ALLOW THIS EXORBITANT RATE INCREASE!

Ralph and Linda Easterday

1096 Rockwell Drive
Greenwood, IN 46143
Home Phone: (317) 881-1361

Daniels, Sandy

From: UCC Consumer Info
Sent: Wednesday, September 16, 2009 7:04 AM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: Case Number 43680

From: jerrieworthy@aol.com [mailto:jerrieworthy@aol.com]
Sent: Tuesday, September 15, 2009 4:27 PM
To: UCC Consumer Info
Subject: Case Number 43680

Dear Utility Consumer Counselor:

I am writing to you to request that you deny Indiana America Water Co. a rate increase. I believe that the way the economy is and the fact that new building has almost ceased in this area, their argument for expansion is invalid. I also question what upgrades need to be done at a time when people are struggling to keep their homes let alone pay 38% more for their water. The fact that we have no choice as to our water supplier makes it all the more important that you watch out for our interests. My family has to live on a budget and trust me, we are not going to make any profit so why should the utility. I sincerely hope that you will deny this increase or, at the least, not let the increase be as much as they are asking for. Thank you.

Sincerely,

Jerrie L. Worthy
925 Walnut Street
Franklin, Indiana 46131

Daniels, Sandy

From: UCC Consumer Info
Sent: Wednesday, September 16, 2009 7:04 AM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: Case #43680

From: P P [mailto:psp_60@yahoo.com]
Sent: Tuesday, September 15, 2009 4:45 PM
To: UCC Consumer Info
Subject: Case #43680

To whom it may concern:

I am writing this in response to the INAWC's plan to raise rates by 38% for residents of Johnson County. While I realize that rate hikes can be necessary to pay for improvements to the infrastructure and increased operating costs, I feel that the amount they are asking for is excessive. Requesting a nearly 40% hike during the country's worst recession since the depression seems unconscionable to me. Many people have lost their jobs during the past year or had their hours reduced. I feel that a \$140 yearly rate increase would cause a hardship for many people in our county. A rate hike of 19%, or half their request, would still be almost double their increase from 2007, but probably manageable for most county residents. I hope that the Regulator Commission will deny the water company's original request and compromise with a more reasonable increase. Thank you for your time.

Pam Pereira
985 Bayview Lane
Greenwood, IN 46143

Daniels, Sandy

From: UCC Consumer Info
Sent: Wednesday, September 16, 2009 7:05 AM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: Water Rate increase-ref case 43680

From: Nunzio Natalie [mailto:nnat111@hotmail.com]
Sent: Tuesday, September 15, 2009 5:23 PM
To: UCC Consumer Info
Subject: Water Rate increase-ref case 43680

Please, please do not grant the Indiana American Water Co. the increases they are pleading for. I can hardly make ends meet now and an increase of some \$135 to 150 a year is just too much for those of us on a limited income from Social Security, etc.

Just because they want to increase their service area, should not be reason for us to absorb their cost. You are given the responsibility to protect us from just this kind of situation. Please do your job and let them know that this increase is out of line given today's economic conditions, etc.

Let them phase in the project over three or four years, but please think of us when you listen to their sob story. Thank you and I know that you will do the right thing.

Hotmail: Powerful Free email with security by Microsoft. [Get it now.](#)

Daniels, Sandy

From: UCC Consumer Info
Sent: Wednesday, September 16, 2009 7:05 AM
To: Daniels, Sandy
Subject: FW: Case 43680

From: Nunzio Natalie [mailto:nnat111@hotmail.com]
Sent: Tuesday, September 15, 2009 5:25 PM
To: UCC Consumer Info
Subject: Case 43680

I forgot to give my information:

Nunzio Natalie
555 Margueritta Ct.
Greenwood, IN 46143

Reference case No. 43680

Hotmail: Free, trusted and rich email service. [Get it now.](#)

Daniels, Sandy

From: UCC Consumer Info
Sent: Wednesday, September 16, 2009 10:27 AM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: 31.5% hike

From: Linda Alexander [mailto:lyn732@msn.com]
Sent: Wednesday, September 16, 2009 10:00 AM
To: UCC Consumer Info
Subject: 31.5% hike

I oppose the rate hike request by Indiana American Water Company. I live In Southhaven, IN 46385. The water rates here seem to extreme already compared to other communities.

Thank You
George Alexander
732 Longrun Rd
Valparaiso, In 46385

Daniels, Sandy

From: UCC Consumer Info
Sent: Wednesday, September 16, 2009 11:01 AM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: Website Contact Form

-----Original Message-----

From: Web Form Poster [mailto:email4bret@aol.com]
Sent: Wednesday, September 16, 2009 10:33 AM
To: UCC Consumer Info
Subject: Website Contact Form

Title: Mr.
First Name: Michael
Last Name: Bingham
Email: email4bret@aol.com
Street Address: 12448 N Earls Ln
City: Camby
State: IN
Zip: 46113
Phone: ()- ext.
Type: home
No Phone Service:
Case Number: IURC Cause # 43699-U
Comments: I believe the points of view expressed in the testimonies at the fieldhearing on 09/15/09 to be valid.
I am in total agreement that the proposed rate increase is unjust and unfair!

Daniels, Sandy

From: UCC Consumer Info
Sent: Wednesday, September 16, 2009 11:02 AM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: INAWC case#43680-user comments

From: Schmoll, Valerie [mailto:Valerie.Schmoll@hp.com]
Sent: Wednesday, September 16, 2009 10:55 AM
To: UCC Consumer Info
Subject: INAWC case#43680-user comments

Hi,

I believe the 38% increase in water utility rates for users of Indiana American Water is very steep in this current economy. While I appreciate the upgrades made for the current users, I don't feel the current users should pay for Indiana American Water to increase business by expanding to the eastern part of Greenwood. Furthermore, there are a lot of senior citizens currently utilizing Indiana American Water. I do not see them being able to afford this steep of an increase in their water bills.

Thank you.

Valerie Schmoll
118 Jackson Ct.
Greenwood, IN 46142

Daniels, Sandy

From: UCC Consumer Info
Sent: Wednesday, September 16, 2009 1:07 PM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: rate increase -- Case #43680

From: Bob & Darlene Sample [mailto:bdsample4346@embarqmail.com]
Sent: Wednesday, September 16, 2009 12:57 PM
To: UCC Consumer Info
Subject: rate increase -- Case #43680

This is in regard to the rate increase Indiana American Water Co. is asking for.

Why is it these utility companies say they upgrade and build when the consumer knows nothing about it until after the fact? Then all they have to do is ask for a rate increase for us to pay for it. I wish I could build a new house then ask someone else to pay for it.

My husband and I are retired and on a fixed income. Our income does not go up 38% to accomodate for this increase. People have walked away from their homes because they have lost their jobs. Now some people have to decide whether they eat, buy medicine, or pay their water bill. We can't do it all!

Please consider voting no to this ridiculous raise in our water bill. Where does it stop?

What percentage of this 38% is going for raises for the executives?

Thank you for giving me the opportunity to speak.

Bob and Darlene Sample
329 Lancelot Drive
Franklin, IN 46131

Daniels, Sandy

143680

From: UCC Consumer Info
Sent: Wednesday, September 16, 2009 2:51 PM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: Indiana American Water Rate Hike

From: rseg07@aol.com [mailto:rseg07@aol.com]
Sent: Wednesday, September 16, 2009 1:28 PM
To: UCC Consumer Info
Subject: Indiana American Water Rate Hike

Oh, please! Say it isn't another increase and a 31.5% increase at that! It is difficult to afford the water rate as it is after the last increase! My husband did not get a raise in wages this year from his police pension for the first time in 10 years and also did not get a wage increase at his current job at Purdue University! Yet, everyone is raising fees on almost everything--from the newly established Portage city storm water drainage fees of \$10 a month to the Distribution System Improvement Charge and Public F/S Sub Surcharge for Portage BIMO! Just recently, Indiana American Water realized it had not been charging Portage residents these fees and was able to go back an entire year to add it to our bills to catch up for being behind! Residents need help! Everyone needs to scale back and not introduce fees and rates increases at this time due to the economy. Our property tax system is currently in shambles due to errors they say to recent computer software changes. We will be lucky to get our tax bills for 2008 payable 2009 first installment in December! We don't get a newspaper everyday because we had cut back on expenses. We did not learn of the meeting that was held at IUN until after the fact. So, we are sending this email to you in the hopes you will hear our pleas to disallow this rate increase at this time.

Thank you.

Mr/Mrs Robert R. and Sandra L. Segally
5659 Dovedale Avenue
Portage, IN 46368
219-364-8822
email @ rseg07@aol.com

SEP 17 PM 1:50

1243 West 82nd Lane
Merrillville, Indiana 46410-5857
September 15, 2009

43680

Consumer Services Staff
Indiana Office of Utility Consumer Counselor
115 West Washington Street
Suite 1500 South
Indianapolis, Indiana 46204

Subject: Indiana American Water Proposed Rate Hike

Ladies and Gentlemen:

"No way!" is what I would have to say to this 31% (are you kidding me?) rate hike. This is ridiculous the way all these utilities want to raise rates right and left. We will all stay poor if this keeps up. Sure, these companies want monies to pay for their projects, but once those projects are completed, we never see them ask for a decrease. Why is that?

These companies say they need rate increases to pay for improvements. Well, budget for these things like the rest of us do when we need home improvements! We homeowners can't ask for a handout.

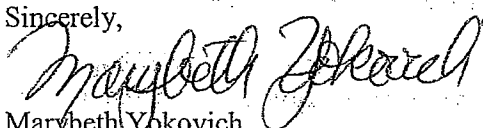
I am conscious of the amount of water I use and try to conserve. My two-month bill runs around \$38, but I feel THAT is too much, because I am not home enough to be using a lot of water. I fall generally in the minimum usage category and feel that I should not even HAVE to pay a minimum. I feel I should simply be paying for the amount of water I actually use; otherwise, this just encourages waste by consumers of this, our precious resource.

If rates keep going up like this every so many years, then I will have to eventually move to where the cost of living is far, far less. Seriously. Goodbye retirement!

What a racket this water business has become. Water is a necessity. Please vote "no" to these continual rate hikes.

Thank you for listening.

Sincerely,


Marybeth Yokovich

Daniels, Sandy

43680

From: UCC Consumer Info
Sent: Thursday, September 17, 2009 3:17 PM
To: Daniels, Sandy
Cc: Swinger, Anthony
Subject: FW: IURC Cause No. 43680

From: SJ8FANS@aol.com [mailto: SJ8FANS@aol.com]
Sent: Thursday, September 17, 2009 12:08 PM
To: UCC Consumer Info
Subject: IURC Cause No. 43680

Terry McNeely
165 Shady Brook Hts

We already pay way to much for our water, plus it stinks and is not good for drinking or anything. It sure is not worth paying more for!

Daniels, Sandy

43680

From: UCC Consumer Info
Sent: Friday, September 18, 2009 9:16 AM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: Case number 43680

Not sure if this was sent to you.

From: Bob & Joan [mailto:jade100@att.net]
Sent: Wednesday, September 16, 2009 4:02 PM
To: UCC Consumer Info
Subject: Case number 43680

Not even an Indiana company

We all have to have water to live, but this kind of rate increase is not good. The water they deliver is often cloudy and it is also hard. This is a case of someone having a product that you have to have and now they are going to hold you up. Do not know what their profits look like. A small increase maybe but not this huge amount. A lot of people are hurting now and this will just add to it.

Robert Peege
1340 Colony Park Circle
Greenwood, IN 46143

case number 43680

Daniels, Sandy

43680

From: UCC Consumer Info
Sent: Friday, September 18, 2009 7:08 AM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: IURC Cause No. 43680

From: SJ8FANS@aol.com [mailto: SJ8FANS@aol.com]
Sent: Thursday, September 17, 2009 12:08 PM
To: UCC Consumer Info
Subject: IURC Cause No. 43680

Terry McNeely
165 Shady Brook Hts

We already pay way to much for our water, plus it stinks and is not good for drinking or anything. It sure is not worth paying more for!

Tina Pence
1435 LeBlanc Court
Franklin, Indiana 46131
(317)213-9954
tina.pence@comcast.net

SEP 16 PM 1:03

September 15, 2009

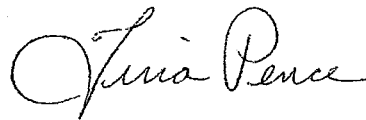
Consumer Services Staff
Indiana Office of Utility Consumer Counselor
115 W. Washington Street, Suite 1500 South
Indianapolis, IN 46204

Re: Case number: 43680

Dear Sir:

I am writing in regards to the proposed 38% rate increase by Indiana American Water Co. In this time of economic turmoil where workers are losing their jobs and families are losing their homes, I think this kind of an increase would put an unreasonable burden on homeowners. As an individual, my family has thankfully held on to our jobs, but we received no raises in our income this year. We have had to trim our budget as the cost of living has continued to rise and our incomes have not. I feel that Indiana American Water Co. should live within their budget like the rest of us and I urge you to say no to the increase.

Sincerely,

A handwritten signature in cursive script that reads "Tina Pence". The signature is written in dark ink and is positioned above the printed name.

Tina Pence

SEP 16 PM 1:04

September 14, 2009

Consumer Services Staff
Indiana Office of Utility Consumer Counselor
115 W. Washington Street, Suite 1500 South
Indianapolis, In 46204

RE: Cause No. 43680

To whom it may concern,

I am writing to let you know I am not in favor of the requested rate hike by Indiana American Water Co.

Sincerely,

Betty R. Stephan
233 W Broadway
Shelbyville, In 47876

113 North Bluff Road
Greenwood, IN 46142-7725
September 15, 2009
PH.: 317/888-4290

SEP 16 PM 1:05

Indiana Office of Utility Consumer Counselor
115 West Washington Street
Indianapolis, IN 46204

Re: Indiana-American Water Utility Case No. 43680

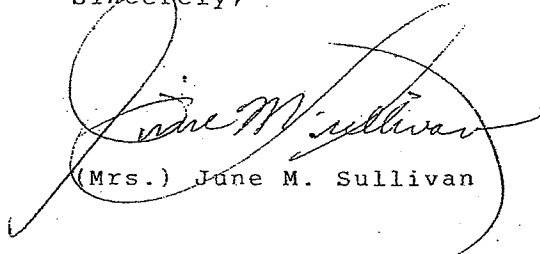
Dear Sir:

I read in the Daily Journal, a Johnson County area newspaper, that the above-named utility is asking for another rate hike. I will be 83 years old next January and highly object to the rate increase for one of the most basic of services - WATER. Even though the IN-AWC has spent a lot of money in enlarging their service area and improving their infrastructure, it is very hard for those of us who are retired to support a rate increase of such magnitude. My income is greatly reduced, since I am retired, and because of the losses I personally have suffered in the market, etc., and it seems all prices go up still.

I would ask that this utility be held accountable and not be allowed to raise their prices to such a large percentage.

Others have had to sacrifice, so should the utility. Yet, I cannot be sure they would be sacrificing. The entire population of taxpayers certainly have been asked to do more than enough. As a user of water provided by Indiana-American Water, starting in 1972 at my current address and with another owner of the utility, I ask that you do whatever you can to scale this raise down.

Sincerely,



(Mrs.) June M. Sullivan

CONRAD SWAILS
1636 Foxmere Blvd.
Greenwood, In
46142-4800

SEP 16 PM 1:05

9/15/09

Case # 43680

Gentlemen,

Please reject the proposed rate hike
by Indiana American Water Co. A 40 percent
increase is not needed. Let them invest their
own money to expand.

Thank You

Conrad & Harriet
Swails

Consumer Services Staff
Indiana Office of Utility Consumer Counselor
115 W. Washington St.
Suite 1500 South
Indianapolis, IN 46204

SEP 16 PM 1:06

Re: Indiana American Water rate hike

Please be advised we, as senior citizens, have not seen a raise in our paycheck since we retired in the last 10 years. Our utility bills have continually increased even so. In the last 2 years, we have received a \$6.00 a month increase on flood control which is part of our utility payment, so at this point, we are against any increases in rates.

Thank you,



Richard E. Spindler



Mr. Richard E. Spindler
820 Clearwater Cove E
Crown Point IN 46307-5328
14 SEP 20

Daniels, Sandy

43680

From: UCC Consumer Info
Sent: Thursday, September 17, 2009 10:25 AM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: Proposed American Water Co. Rate Increase. Case Number: 43680

From: andy.lamm@comcast.net [mailto:andy.lamm@comcast.net]
Sent: Thursday, September 17, 2009 9:59 AM
To: UCC Consumer Info
Subject: Proposed American Water Co. Rate Increase. Case Number: 43680

17 September 2009

Andrew & Leanne Lamm
779 Orion Drive
Franklin, IN 46131
andy.lamm@comcast.net
317-738-3882

To whom it may concern,

My wife and I moved to Franklin, IN over 10 years ago. When we built our house in the Windstar subdivision, we did not have a choice for our water provider. Like most utilities, we had to "Hook up" with the set provider. this means that we are required to pay any rate if we want water to our house.

American Water has requested and been approved rate increases for 2007 and 2008 that provided the company additional revenue of \$159M and \$206M respectively. Now the company wants to propose a 38% rate increase. The request to increase the rate by this large amount does not make sense. The company, stated on it own web site, has kept up with regional rate increase to keep competitive with the industry.

Please do not allow American Water to raise our water rates to ensure stockholder expectations. I am not proposing that American Water not be allowed any rate increase. I understand that they must be able to make money to keep the business working. I am proposing that the rate increase be limited to no more than 10%. Again to reference the American Water web site, they have successfully increased customer rates for 2007 and 2008.

In this time of economic hardship, lets think about the customer and the hardships those families are experiencing and limit the impact to their budgets. Please do not approve this rate increase, but limit the amount to a more reasonable level.

Thank you,
Andrew Lamm

Daniels, Sandy

From: UCC Consumer Info
Sent: Thursday, September 17, 2009 8:23 AM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: Case # 43680

From: DONVIRSMITH@aol.com [mailto:DONVIRSMITH@aol.com]
Sent: Thursday, September 17, 2009 8:05 AM
To: UCC Consumer Info
Subject: Case # 43680

First of all that I am opposed to this large rate increase.

It seems to me they are requesting this large increase to recapture the rate lost in 2007 and 2004. At that time they requested an 18.0 % increase but got only 10.1%. Now they have requested the large increase of 40% in hopes of regaining what they lost in 2007. Has any one looked at their books to see if they actually spent what they say they have spent. I pray that you do not give such a large increase in these hard times.

With prices going up and income going down, people on fixed incomes will not have a chance to survive. They may have to build their own wells.

Don Smith
Retired in Franklin

PS Why don't they hold these meetings in the area they serve?

Daniels, Sandy

From: UCC Consumer Info
Sent: Thursday, September 17, 2009 7:09 AM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: IURC Cause No. 43680

From: Kristen Fending [mailto:tkf95@msn.com]
Sent: Wednesday, September 16, 2009 10:47 PM
To: UCC Consumer Info
Subject: IURC Cause No. 43680

Dear Sir or Madam,

As a customer, I am writing to protest Indiana-American Water company's request to again raise their water rates. In this economic climate, the company's timing could not be worse or more insensitive. However, I also object for another, more important reason.

I understand that one of Indiana-American's reasons for seeking the rate increase is to recoup the costs of expanding their service area. Approximately 2-3 years ago or so, a new water bottling company, Nestle, came to the city of Greenwood in Johnson County (where I live). Their exclusive business was to be bottling Nestle Pure Life brand water. I recall at the time that our local paper, The Daily Journal (in Franklin), reported that Indiana-American Water Company would be making large investments in order to extend their service area and provide the water services for this water bottling factory. I also believe that Indiana-American assured customers in this newspaper story that we would not end up paying for the costs of the investments they made in order to service the Nestle water bottling company. I recall commenting to my husband at the time that in a few years, Indiana-American would try to get their customers to help foot the bill for that expansion. I can't help but wonder if this is exactly what's going on now-and Indiana-American Water was hoping that customers would forget about that Nestle expansion.

If that's at least part of why Indiana-American Water is seeking a rather large rate increase, I must ask why they did not charge Nestle at least some of the costs of that particular water expansion. I can't help but think that this was a sweet deal for Nestle (making money off of bottling Indiana-American Water Company-supplied water), and also a sweet deal for Indiana-American Water (making money by charging Nestle for massive water usage). The problem is, it seems that now Indiana-American feels the rest of their customers (commercial and residential) should bear the extra costs of them making that extra money. This should not be allowed to happen. Thank you for your time.

Sincerely,
Thomas and Kristen Fending
4032 Willow Court
Franklin, IN 46131
317-535-6954

Bing brings you health info from trusted sources. [Try it now!](#)

Daniels, Sandy

From: UCC Consumer Info
Sent: Thursday, September 17, 2009 7:08 AM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: Website Contact Form

-----Original Message-----

From: Web Form Poster [mailto:sfsnow@comcast.net]
Sent: Wednesday, September 16, 2009 9:51 PM
To: UCC Consumer Info
Subject: Website Contact Form

Title: Mr.
First Name: Arthur
Last Name: Snow
Email: sfsnow@comcast.net
Street Address: 185 Wexford Rd.
City: Valparaiso
State: IN
Zip: 462-7420
Phone: (219)462-7420 ext.
Type: home
No Phone Service:
Case Number: Indiana American Water Co. proposed 31% rate increase
Comments: 31% increase is OUTRAGEOUS!!! In the present strapped economy people are already squeezed to the bone to provide for their everyday basic needs!!!!

Daniels, Sandy

From: UCC Consumer Info
Sent: Thursday, September 17, 2009 7:08 AM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: IURC Cause No. 43680 Indiana American Water Co

From: paulahammersley@comcast.net [mailto:paulahammersley@comcast.net]
Sent: Wednesday, September 16, 2009 9:10 PM
To: UCC Consumer Info
Subject: IURC Cause No. 43680 Indiana American Water Co

Dear OUCC,

Residents in Gary, Indiana (Black Oak Section) have lived through Peoples Water being sold to Gary-Hobart Water and currently, Indiana American Water and this has resulted in numerous rate increases to the Black Oak Section with more estimated bills than ever!

How can a company justify a rate increase of 41 % over 2 years...9.9% in 2007 and 31% now? What if the OUCC stepped back in time to People's water rates...then Gary Hobart rates? Was this a company that paid more than a useful value and now, wants a return far above any standards?

This is not acceptable to the Gary residents that have a high tax bill, loss of industrial revenue, loss of basic services police/fire/code enforcement, high sanitation bills, no storm sewers, no culvert repairs, no ditch clean out, additional trash collection fees, high gang infiltration, and loss of jobs.

Paula Hammersley
2534 Stevenson Street
Gary, Indiana 46406

Daniels, Sandy

From: UCC Consumer Info
Sent: Thursday, September 17, 2009 7:07 AM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: 31.5% water hike proposal

From: Charles Buff [mailto:cdbuff@crown.net]
Sent: Wednesday, September 16, 2009 7:57 PM
To: UCC Consumer Info
Subject: 31.5% water hike proposal

Dear Committee:

I am writing to give my opinion of the proposed water hike that Indiana American Water Co. is seeking.

My husband and I are retired and are a very low fixed income, With a fixed income there is very extra money to go around and the hike that Indiana American Water Co is seeking would hurt us tremendously. What with all of our medical expenses, medicine, living expenses we could not afford to see approximately a \$35.00 increase in our water bill. When our water goes up then our sewer bill is then double what our water bill is. For example, if my water bill is \$85.00 then my sewer bill is \$160.00. What do I pick to pay, NIPSCO, bills, mortgage payment, medicine, or food.

I try to conserve my use of water, by doing wash every two weeks, running my dishwasher every three days and filling up my sink before doing hand dishes.

I don't know what to think except that this is greed on Indiana American Water Co.

I hope you take this into consideration, that there are many edlerly who are barely making it in today's economy and that I speak for the edlerly and our concerns.

Sincerely,

Leslie Buff
Porter, Indiana

Daniels, Sandy

From: UCC Consumer Info
Sent: Thursday, September 17, 2009 7:07 AM
To: Daniels, Sandy; Swinger, Anthony
Subject: IAW comments

-----Original Message-----

From: Web Form Poster [mailto:lee_do@comcast.net]
Sent: Wednesday, September 16, 2009 6:48 PM
To: UCC Consumer Info
Subject: Website Contact Form

Title: Mr.
First Name: Douglas
Last Name: Lee
Email: lee_do@comcast.net
Street Address: 6040 Vermont St
City: Merrillville
State: IN
Zip: 46410
Phone: (219)981-1107 ext.
Type: home
No Phone Service:
Case Number: Indiana American Water 31.5 percent increase
Comments: Indiana American Water does not deserve a rate hike. They just had one 2 years ago. I would like a raise too, but I don't get one. Ontop of that their service is terrible. They have destroyed a third of my yard. And they don't care about anything.

Maybe they should change their name to Indiana Un-American Water.

Daniels, Sandy

From: UCC Consumer Info
Sent: Thursday, September 17, 2009 7:06 AM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: Water Rate Increase

From: Al Poracky [mailto:aporacky@gmail.com]
Sent: Wednesday, September 16, 2009 5:59 PM
To: UCC Consumer Info
Subject: Water Rate Increase

A 31.5% increase in water rates is insane. My current two month bill is \$127.00. That would put me at \$167.00, no way. We are a household of four. All of us limit our shower time and laundry usage. Someone needs to stop this. Will there be another hearing for this mess.

Regards,
Al Poracky

Daniels, Sandy

From: UCC Consumer Info
Sent: Thursday, September 17, 2009 7:06 AM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: IURC Cause No. 43680

From: art yagodnik [mailto:artyagodnik@msn.com]
Sent: Wednesday, September 16, 2009 5:32 PM
To: UCC Consumer Info
Subject: IURC Cause No. 43680

Dear OUCC Members:

Anyone allowing the Indiana American Water Company a 31% rate increase now or any other time would have to be completely derelict in their duties. How dare they request such a ridiculously high increase! Almost EVERYONE lost an average of 30% in savings, pension, etc. in the recent economic downturn. Why on earth would IAWC think they should be allowed to recoup their pension investment losses on the backs of the ratepayers? Let them do what ALL of us are doing; cut operating expenses. After all, the water belongs to us, not them!

I am absolutely against ANY increase in rates whatsoever, at this time.

Sincerely,

Art Yagodnik, ratepayer
1001 Sandpiper Drive
Chesterton, IN 46304

Phone: 219-508-3970

Daniels, Sandy

From: UCC Consumer Info
Sent: Thursday, September 17, 2009 7:05 AM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: IURC Cause No. 43680

From: Frank [mailto:frank@gfconsultants.com]
Sent: Wednesday, September 16, 2009 5:10 PM
To: UCC Consumer Info
Subject: IURC Cause No. 43680

Reference: IURC Cause No. 43680

I would like to strongly object to the Indiana American Water Company proposed hike in the water rates for the Seymour, Indiana area.

The utility received almost a 10% increase in 2007, and now only two years later to request a 22% increase is totally out of line and unreasonable.

What other monopoly (or normal business) in the state of Indiana has received an increase similar to this in only the last three years?

I realize it is very costly to install wells, water lines, and storage facilities. However this entire infrastructure is already in place. All the utility has to do is operate and maintain the infrastructure. The water infrastructure for our area near Seymour (Snyde Acres) was installed and paid for by our federal tax dollars, and then turned over to the water company at no cost (due to a pollution settlement).

Does the Indiana American Water Company not realize that we are in a serious recession? They need to adjust their living (operating) standard to reflect what is happening in the overall economy in this area and throughout this nation. They seriously need to separate their "Needs" from their "Wants".

I think it takes a lot of nerve to propose ANY rate increase in water rates after receiving a 10% increase just two years ago. The cost to the customer for water seems very high to me as is.

Thank you for your consideration.

Frank Cummings
210 Hackberry Drive
Seymour, IN 47274
812.523.1017

Daniels, Sandy

From: UCC Consumer Info
Sent: Tuesday, June 16, 2009 7:27 AM
To: Daniels, Sandy
Subject: FW: Indiana American Water

43680

From: Chester Taylor [mailto:glorlet2@sbcglobal.net]
Sent: Monday, June 15, 2009 4:33 PM
To: UCC Consumer Info
Subject: Indiana American Water

We received the pamphlet from Indiana American Water stating the fact that they were asking for a 34% increase in water rates this year.

Two years ago they asked for an 18.9% hike and were granted a 14% increase. Adding the 14% and 34% is a sum total of 48%.

I can't imagine their expenses reflecting a need for that amount of increase to the public in a two year period.

In their proposal of 18.9% increase they were asking for us to pay for them to move their office out of Indiana to another state so Lord only knows how they are justifying this 34% increase.

The wife and I, along with many other recipients of water do not receive that amount of increase from Social Security to justify the proposed amount.

This will not be our only increase, the sewage bill will reflect the same amount of increase as it is tied to the water rate.

I look forward to having a hearing in Muncie to verbalize my opinions on the proposed water rate increase.

Chester Taylor
765-289-0294

519 W. Charles St
Muncie, Indiana 47305

43680

September 14, 2009

Consumer Services Staff
Indiana Office of Utility Consumer Counselor
115 W. Washington Street, Suite 1500 South
Indianapolis, In 46204

RE: Cause No. 43680

To whom it may concern,

I am writing to let you know I am not in favor of the requested rate hike by Indiana American Water Co. Given the unemployment rate in Indiana and those who are working, only getting a 1 to 2% pay increase, this rate increase request is way out of line.

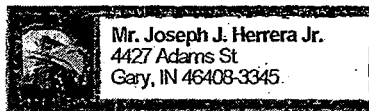
Sincerely,



Connie Carmony
2129 Augusta Ct.
Shelbyville, IN 46176

SEP 15 PM 1:06

Ref: IURC Cause No.
43680



Oct. 15, 2009

OCT 19 AM 11:50

Consumer Service Staff
Indiana Office of Utility Consumer Counselor
115 W. Washington St. Suite 1500 S, Indianapolis
IN, 46204

Dear Sir/Madam.

I have resided in my home since Jan. 1976. Water service was provided by Gary-Hobart Water Co. That company was sold to a foreign company called Northwest Indiana Water Co on Oct. 1, 1999.

On Feb. 1, 2000 the name changed to Indiana American Water Co.

These facts are from my checking account.

In the last ten years I have experienced three "boil water" advisories and low water pressure causing the diverter valve in the kitchen sink faucet to vibrate. (not good)

A rate increase at this time would bring hardship upon countless Indiana residents.

Therefore, I urge you to deny a rate increase at this time, reserve an option to revisit at a future date.

Service not up to par.
Gary-Hobart Water Co.
excellent service

Respectfully

Joseph J. Herrera

Daniels, Sandy

43680

From: UCC Consumer Info
Sent: Monday, September 21, 2009 7:17 AM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: case #43680

-----Original Message-----

From: yevdokim2@juno.com [mailto:yevdokim2@juno.com]
Sent: Saturday, September 19, 2009 11:13 PM
To: UCC Consumer Info
Subject: case #43680

Mark A. Hoadley
1233 Creekstone Way
Franklin IN 46131

Indiana Office of Utility Consumer Counselor
Case #43680

To whom it may concern,

We all know it takes money to run any business. Why does the utility company get to ask for increases everytime they need to build something or upgrade?

When I want to fix up my house I can't go to my company and say I need a \$20,000 increase this year. I must work it into my budget. Plus why mention the previous upgrades made when they should have been covered by the last two increases.

When I see 38% I know they won't get it but generally they get about half of what they want. I also wonder - does the water company pay dividends to investors? How much does that affect the 38% request. I also find it odd they never mention adding new employees or even their current ones.

Would the growth in the mentioned areas pay for these projects as their customer base grows? Why do I have to pay for Shelby county's new treatment facility?

When I lived in Trafalgar they added a \$25.00 charge to each customer to pay for upgrades at our sewer plant. Our water and sewer became outrageous and we moved. (Cost was \$150.00 per month for 4 people household with water and sewer combined.) We currently pay about \$98.00 per month for the four of us in Franklin. By the way, the growth has slowed as people started moving into Trafalgar and couldn't believe the cost.

The government should not wonder why people cannot stimulate the economy. I work to pay the fuel companies, utility companies and medical companies. What are the utilities going to do when people have to make a choice between what to pay. Wages go down and the bills go up. I myself hve been very fortunate, but a lot of people I know have not.

I also feel that they should wait for this recession to end and see where the growth does occur.

Thank you,

Daniels, Sandy

From: UCC Consumer Info
Sent: Tuesday, June 16, 2009 7:27 AM
To: Daniels, Sandy
Subject: FW: Indiana American Water proposed rate increase

43680

From: Greg Adams [mailto:gadams@jcmalone.com]
Sent: Tuesday, June 16, 2009 11:11 AM
To: UCC Consumer Info
Cc: gadams@jcmalone.com
Subject: Indiana American Water proposed rate increase

Greg Adams
5489 West Maple Drive
Greenwood, IN 46142
812-350-0943

Dear OUCC,

I just read the flyer in my last billing from Indiana American Water requesting a huge 38.96% rate increase on water consumers in many Indiana counties. It was just over 2 years ago they requested a 18% increase and only received a small increase (thank you). Their reasoning this time is the investment of \$198 million (comments in the flyer sent out to customer base asking for the increase) throughout the state and significant increases for chemicals, gas and energy. I think we customers experienced the same large increase in the gas and energy part. I cannot speak to chemical costs, but I do know the gas and energy costs went very high (for both the company & customers) and then receded to more normal levels. So, not sure justifying those increases as a way to seek more money from customers holds much water (no pun intended). If they were competing for business in the private sector they need to either reduce their internal costs to their revenue or possibly lose business to a competitor who better manages the up and downs of uncertain commodities. Unfortunately, for us consumers we can dig a well or pay up. Fortunately, for Indiana American Water they can hope yourself and IURC give them what they want.

As for the \$198 million in capital costs and capital expenditures from Jan. 1, 2007 through June 2009. I found interesting none of these investments were mentioned in the President and CEO (Donald L. Correll) statements in the letter to stockholders for fiscal year 2008. Unless, they spent the whole \$198 million in 2007 and so far this year he mentions nothing about investments made to our utilities here in Indiana for 2008. He mentions (see comments in his letter to Stockholders in their annual report) investments in Illinois, Kentucky, Missouri and New Jersey. None of those come dollar amounts come close to the \$198 million supposedly spent here in Indiana even if you divide the \$198 million by 2 ½ years. He mentions Indiana American Water net income of \$176.1 million, excluding goodwill charges and a number of acquisitions and even talks about their tradition of paying dividends and delivering better returns than most major indices. Not sure asking ratepayers for a 38.96% increase saddled by the same rising costs as his own company and then paying high dividends adds up! As I read further into their annual report I notice stock options granted and retention bonuses paid to high ranking executives. Sounds a lot like a company needing to trim costs instead of increasing rates or better yet maybe it is the AIG, GM and Chrysler school of business management. Unfortunately, for those companies they had real competition!

I will finish with their last section in the flyer announcing a request of for increase. "We understand economic times are hard, and they impact us as well". I guess I should start spending more than I make by acquiring new items, pay some dividends to friends who invest in those with me, get a bonus and then ask my customers if they are OK with an increase!!!! I will start by telling them "Every Penny Counts" which is how that section starts as I drive to my Mansion in my Benz!

Hope you will tell these clowns no for all of the ratepayers wishing they can go through the hard and painful struggles that Indiana American Water sounds like they are going through (unless of course, you're a dividend earning stockholder, IAW executive or one of the numerous newly acquired companies). See Every Penny Does Count to US!

Daniels, Sandy

From: UCC Consumer Info
Sent: Friday, October 23, 2009 9:42 AM
To: Swinger, Anthony; Daniels, Sandy
Subject: FW: IURC Case No. 43680

From: Eric Doyle [mailto:Eric.Doyle@luvata.com]
Sent: Friday, October 23, 2009 9:41 AM
To: UCC Consumer Info
Cc: infoin@amwater.com
Subject: IURC Case No. 43680

To whom it may concern:

I am writing in opposition to the proposed rate increase by Indiana-American Water Co. I reside in Jeffersonville, Indiana, but work in Louisville, Kentucky. The water quality in Louisville is far superior to our water supply in Jeffersonville. The hard water in my home requires constant maintenance to shower heads, faucets and appliances, using harsh chemicals to remove the build up. I know that my pipes and appliances will not last as long as they should because of the poor water quality. In addition, my family purchases bottled water and ice cubes because our water is not fit for regular consumption without an adequate filter for chlorine and other minerals, and our ice cubes leave minerals and residue in our drinks. It is for these reasons that I oppose a rate increase.

Sincerely,
Eric Doyle
303 River Forest Pkwy
Jeffersonville, IN 47130

9/23/09

DAILY JOURNAL JOHNSON COUNTY, IND.

YOUR VIEWS

Are water rates paying for service to bottler?

To the editor:

As a customer, I am writing to protest the Indiana-American Water Co. request to again raise its water rates. In this economic climate, the company's timing could not be worse or more insensitive. However, I also object for an even larger reason.

One of Indiana-American's reasons for seeking the rate increase is to recoup the costs of expanding its service area.

Approximately two to three years ago, a new water bottling company, Nestle, came to the city of Greenwood in Johnson County. Their exclusive business, of course, is to bottle Nestle Pure Life brand water. I recall the papers reporting that Indiana-American would be making large investments in order to extend its service area and provide the water services for this water bottling factory.

I recall commenting at the time to my husband that in a few years, Indiana-American would try to get their customers to help foot the bill for that expansion. I can't help but wonder if this is exactly what's going on now — and Indiana-American Water was hoping that customers would forget about that Nestle expansion.

If this is part of why Indiana-American Water is seeking a rather large rate increase, I must ask why they did not charge Nestle at least some of the costs of that particular water expansion.

I can't help but think that this was a sweet deal for Nestle (making money off bottling Indiana-American Water Co. supplied water) and also a sweet deal for Indiana-American Water (making money by charging Nestle for massive water usage).

The problem is, it seems that now Indiana-American feels the rest of its customers should bear the extra costs of the company making that extra money. This should not be allowed to happen.

If you agree, please contact the Indiana Utility Regulatory Commission and reference IURC Cause No. 43680 by Oct. 15. Thank you.

Kate Staub
Franklin

43680

Judith T Atz
801 N. Scott Dr.
Greenwood, IN 46142

Re: case # 43680

In regards to IN-AWC request
for a 38% water rate hike, I
think that is ridiculous! The
enclosed letter to the editor
expresses my feelings also.
Please consider what is
really needed — not what
IN-AWC wants.

Sincerely,

Judith Atz

SEP 25 PM 2:16

A Note from

43680



Edith Rosescu
15 Ogden Rd.
Portage, IN 46368

219/762-4811

SEP 28 AM 11:27

9-23-09

Consumer Service Staff,

Dear Sir, Lady
our water company wants
to raise our water bills.
in this low-income family
I am a Senior Citizen
with limited income.
I am referring to:
JCRC case 43680.
Please defeat this bill!

Sincerely

Edith Rosescu



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A proud supporter of World Wildlife Fund

N3080

Sept 27, 2009
247 Gander St.
Franklin, IN
46131

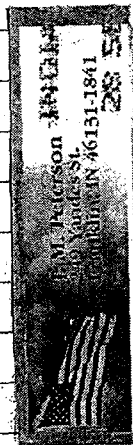
SEP 29 PM 12:55

Dear Sirs

I wish to protest
the 40% increase the
Indiana American Water
Co. wants. I think
that is excessive.

The water is terrible
and lots of us have to
buy water softeners
so our pipes don't clog
up with lime which
adds to our cost for
decent water. Why
not the cost of living
index. That's what the
government usually gives
me. (I'm 82 yrs old) but of
course not this year.

Thanks for letting me
have my say, yours truly
Julien Peterson



Doris Henry
610 S. Pike St.
Shelbyville, IN 46176

Course No 43680

OCT 2 PM 1:24

I wish to protest the rate
increase by I.A.W.
Anytime rates need to be
increased as they have ~~been~~
been the past 7 years,
Especially a 9.9% increase
only 2 years ago, tells me
there is mismanagement of
money; and as far as I
being a consumer am
concerned should not be
taken out on me.

Thank you,

Doris Henry

Daniels, Sandy

43680

From: UCC Consumer Info
Sent: Tuesday, September 29, 2009 10:37 AM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: increasing our water Rate!

From: Gary Kelley [mailto:gkkelley1979@sbcglobal.net]
Sent: Tuesday, September 29, 2009 10:15 AM
To: UCC Consumer Info
Subject: increasing our water Rate!

Sir what are you expecting us to do! Every dime we have goes out the door right now. We don't buy meds to pay our bills. We don't go any where. With the exception of Church. We are trusting our God to bring all of us through but our wages aren't going up. Not Social security I live on. Not the other wages most home owner are living on. Homes are being repossessed on a daily basis. Cars, also and you are asking for more money for the water that we all have to live on, I pray that you all can sleep at night if you give them this money at this time in this economical situations our world is in. They as a big company got them self's into this mess why should the little man have to suffer and pay to get them out! They need to learn to work within their means and stop raising the rates for all of us we have learned to buckle down and live more economical so they need to also if they can't afford a project then don't come back on us for the money. So with the grace of God I am asking you to consider us when you make your decision on this rate increase this year.

YOURS in Christ,
Kathy Kelley

I'm not in the world for Jesus, but in Jesus for the world." -unknown

236 East Pennsylvania St.
Shelbyville, Indiana 46176
317- 398- 8290
Indiana American Water

But actually ALL Utilities! All wages aren't going up!

43680

9-29-2008

Case # 43680 / Time to speak out

SEP 30 PM 4:59

Consumer Service Staff,
Indiana office of Utility Consumer Counselor
115 W. Washington St, Suite 1500 South
Indianapolis, Indiana 46204

Sirs,

I think it is time to say No.
I am 87 years old and live by myself, my
wife having died in ~~May~~ April, 2006. I am living on
2 small pensions totaling 313.90 and Social Security
of 1086.00 for a total of 1399.90.

I have just paid my taxes of 1335.76. This has to
be done so I can have an address where they can
send my water bill.

It really does not make a difference if they get
this increase or not. They are like all utilities.
They already have another application filled out for
their next increase.

Please help if you can

I remain
Joseph E. Ramsey
80 Circle Drive
Franklin, Indiana - 46131



Mr. Joseph Ramsey
80 Circle Dr.
Franklin, IN 46131-1218

• Water

(CONTINUED FROM PAGE ONE)

industrial users across Indiana.

In Johnson County, Indiana American directly serves about 26,000 customers in Franklin and Greenwood. The utility also sells water to a municipal utility in Whiteland, which will raise rates if Indiana American starts charging more.

A typical Johnson County household using 5,200 gallons per month would see the bill jump up by more than \$11 a month from \$29.58 to \$40.84 a month. A residential customer who uses about 6,000 gallons of water a month would see a \$12.51 increase to \$44.62 per month.

State regulators could decide to keep the rates steady or increase them by a lesser amount after a review where the public input will be considered, Swinger said.

The Indiana Office of Utility Consumer Counselor is inviting public comments as it reviews Indiana American's request to increase rates. The consumer counselor represents consumer interests during rate increase requests and has not taken a position on this case.

Attorneys, engineers, accountants and other state officials are comb-

ing through testimony Indiana American offered in support of its proposed rate hike. They want to make sure the utility can justify the additional \$46.8 million in new revenue that it says it needs.

Indiana American is entitled to a reasonable rate of return on its water service, but state regulators will weigh public input, such as about the effect the rate would have on household budgets, Swinger said. Such comments will be used as evidence during the formal review of the proposed increase.

The utility maintains it needs to charge more to pay for improvements, such as a new \$23.8 million water treatment facility in north-west Shelby County that will allow future development on Greenwood's east side. Indiana American has expanded service, dug new wells, replaced water mains and made other improvements throughout the state.

Indiana American has spent \$28 million overall in new infrastructure in Johnson County since the last rate hike in 2007, according to the company.

The company's water rates rose in 2007 and 2004. Last time, rates increased by 10.1 percent after Indiana American requested an 18 percent rate hike.

The office of the consumer counselor must have all comments by Oct. 16 because it plans to finish its review by Oct. 23.

Time to speak up on water rate plan

State seeks public views about hikes

By Joseph S. Pate

DAILY JOURNAL STAFF WRITER
Joseph.S.Pate@journal.com

Greenwood and Franklin residents will get a chance to have their say about a proposed rate increase that would cause their water bills to rise by an average of \$135 to \$150 a year.

The Indiana Utility Regulator Commission is asking for public feedback on a rate increase proposed by Indiana American Water Co., which will cause monthly bills in Johnson County to rise by 38 percent. The utility is asking for the rate increase because of rising operating costs and investments it has made for upgrades and the expansion of its service area.

Johnson County customers can mail, fax or e-mail comments to utility state regulators. Public concerns typically deal with cost or quality of service, said Anthony Swinger, a spokesman for the Indiana Office of Utility Consumer Counselor.

People can write as much or as little as they want about the proposed rate increase, so long as the comment is submitted before Oct. 16, Swinger said. All comments must include the consumer's name, mailing address and a reference to the case number, 43680.

Writing comments is likely the only way local residents will get to have a say, Swinger said.

State officials plan to have public hearings in Gary, Jeffersonville and Muncie but no hearings near Johnson County.

Indiana American applied for the rate hike in May, which varies by area around the state. The New Jersey-based utility serves 283,000 residential, commercial and

(SEE WATER BACK PAGE)

AT A GLANCE

Indiana American Water Co. plans to raise its water rates by nearly 40 percent in Johnson County, which will mean the average household's water bill will rise by at least \$135 a year. The Indiana Office of Utility Consumer Counselor is asking for comments on the proposed rate hike, which state regulators will have to approve.

Case number: 43680

Fax: 202-5923

E-mail: ucocnle@ucocn.gov

Web site: www.in.gov/ucoc

Mail: Consumer Services Staff

Indiana Office of Utility Consumer Counselor, 115 W. Washington St., Suite 1300 South, Indianapolis, IN 46204

WEDNESDAY, SEPTEMBER 15, 2009

Johnson County, Indiana

DAILY JOURNAL

Daniels, Sandy

4.3/080

From: UCC Consumer Info
Sent: Friday, October 02, 2009 10:45 AM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: rate hike - Indiana American Water

From: Joanie Frizzell [mailto:jfrizz.frizzell@gmail.com]
Sent: Friday, October 02, 2009 10:32 AM
To: UCC Consumer Info
Subject: rate hike - Indiana American Water

I am sure this email will not change the fact that our water rates are going to increase, but you asked for our input so I am inclined to give my opinion. How dare you???? What with unemployment being at the highest rate is has been since the 80's and more people on fixed (low) incomes, you pick this time to raise the rates 38%!!! I understand the rates must be raised periodically to cover expenses that increase, but come on....38%!!!!

I am a single person household, I do laundry once a week, shower everyday, run the dishwasher once a week, NEVER water my lawn and my water, sewer, trash pick up bill monthly is almost \$50, now you are telling me it will be almost \$100 a month???

There is no mention in the paper as to what this extra money is going to be used for. Be more specific please.

Isn't there a cap on the increase % that utilities can raise their rates?

Do what you must do...I hope you can sleep at night.

Joanne Frizzell
5612 Maple Lane
Newburgh, IN
jfrizz.frizzell@gmail.com

Daniels, Sandy

43680

From: UCC Consumer Info
Sent: Friday, October 02, 2009 7:05 AM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: Indiana-American Water rate case

From: Paul Alexander [mailto:p.alexander_cdi@verizon.net]
Sent: Thursday, October 01, 2009 5:02 PM
To: UCC Consumer Info
Subject: Indiana-American Water rate case

I am an Indiana-American water customer. My name is Paul Alexander, 115 E. Heap St./ P.O. Box 684, Farmersburg, IN 47850. My comment is in reference to IURC cause No. 43680.

At this time when all government entities from the Federal level on down to the small towns and townships are being told to cut their budgets and tighten their belts, we should not be giving the water company (which already has high rates) a rate increase of this size, or any rate increase.

I realize this is a private business, but let's face it, it is just like a government dept., and like a monopoly, since they are the only source of our water, and we have to have water.

I am not just a consumer that does not want to pay more, I sit on a municipal board. I know we continue to provide essential services while cutting our budget and tightening our belts. And I always try to lead by example, and do what I ask others to do. I hope the Regulatory Commission will do the same. Thank you for your consideration of my opinion.
Paul Alexander

Daniels, Sandy

43680

From: UCC Consumer Info
Sent: Friday, October 02, 2009 7:10 AM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: Website Contact Form

-----Original Message-----

From: Web Form Poster [mailto:rlschuetz@yahoo.com]
Sent: Thursday, October 01, 2009 7:50 PM
To: UCC Consumer Info
Subject: Website Contact Form

Title: Mr.
First Name: Ronald
Last Name: Schuetz
Email: rlschuetz@yahoo.com
Street Address: 287 E. South St.
City: Franklin
State: IN
Zip: 46131-2422
Phone: (317)474-9667 ext.
Type: mobile
No Phone Service:
Case Number: 43680
Comments: I am a customer of Indiana American Water, and I am entering this plea on behalf of me and my family.

At a time when so many people are facing very tough times financially, I find it disturbing that a utility company has the gall to ask for a rate hike of this magnitude. I received no raise at all this year, and many people in this area are far worse off as a result of having lost their jobs or having their pay reduced.

I think that customers should not have to bear the brunt of recent expansions that will enable the utility to make greater profits. If they take the risks, they must be willing to accept the consequences, perhaps in the form of a temporary reduction in profits. That is how other businesses must operate.

We are the water company's captives. We have no choice in selecting our water utility. I hope that you will protect the customers and do what is right for all of us.

Thank you.

Daniels, Sandy

43680

From: UCC Consumer Info
Sent: Friday, October 02, 2009 7:13 AM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: IURC cause number 43680

From: Jeff Frazier A+ N+ MCP MCSA [mailto:fritz697@yahoo.com]
Sent: Thursday, October 01, 2009 9:58 PM
To: UCC Consumer Info
Subject: IURC cause number 43680

I do not see where in our present economic state they should be allowed to raise rates. IN AWC is the only game in town for water service. They have no competition and they just had a rate increase in 2007. This would be an \$11.25 a month increase. Which may not seem like a lot of money to a large corporation but to a working family it could be the difference between have a place to live or being on the streets. If we continue to allow the utilities to increase rates without providing any additional services or upgrades like increased water pressure or better tasting water. Then I don't see why an increase should be granted.

They are asking for a 38% rate increase. I would be happy if my employer would give me a 38% rate increase. That is not going to happen. Raising rates at this time does not seem justifiable from my perspective.

"Franklin and Greenwood customers would see their bills jump from \$29.59 a month to \$40.84 based on residential usage of about 5,200 gallons a month, according to the Utility Consumer Counselor." (from the Indianapolis Star October 1 2009).

Please feel free to contact me about this unrealistic and unfair proposed rate increase.

Thank You
Jeffrey A Frazier A+ N+ MCP MCSA
1314 Kenwood Dr
Greenwood IN 46143

317-881-9789
317-331-3315

Daniels, Sandy

From: UCC Consumer Info
Sent: Thursday, October 01, 2009 11:07 AM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: Rate increase proposed by Indiana American

43680

From: shveta/utpal [mailto:galu2712@yahoo.com]
Sent: Thursday, October 01, 2009 10:23 AM
To: UCC Consumer Info
Subject: Rate increase proposed by Indiana American

Shveta Patel
13725, Alvernon Place
Fishers, IN 46038-5325

10/01/2009

To,
Consumer Services Staff
Indiana Office of Utility Consumer Counselor
115 W Washington St.
Indianapolis, IN 46204

Sir/Madam

I am a customer of Indiana American Water company. I learned about rate hike proposed by Indiana American Water Company.

I have very strong objection for the rate increase. They already are charging very high rates and the reason they have to keep spending on increased maintenance/capital improvements is not a justifiable reason for asking the increase, as it is a part & responsibility of any utility company to keep in pace with changing technology and govt. standards and they are not any charitable institution who would be operating for no profits. Even the company I work for also constantly keep in pace with current technology, spend dollars on research, improvements etc. and keeping the charges at same level.

The quality of water which they are supplying right now is not good at all, it is full of hardness. We got the hardness of water we are getting at our home measured by Paul Bros and it was 22 grains/gal. It leaves the stains on utensils and salt deposition on all faucets. Who would be reimbursing us for all those additional expenses we have to bear for softener, changing the gaskets for faucets & possible kidney damage because of hard water? The company? Certainly not. Consumers do not care whether they draw water from well, use surface water or produce it by reverse osmosis, it's none of their business, but they shall be getting good quality water.

The pressure they are maintaining is also very low. Once we turn the washer or bath tub faucet on, the water starts dripping in rest of the taps.

Even, the so called "high tech" web site of company doesn't allow consumers to pay their utility bills, on line, without any additional charge. We have to pay service charge if we want to pay online & for that, we have to keep posting the checks every month to avoid any additional charge. Has any one ever heard this in this competitive time, even with any small utility company? This the level of service they provide.

Daniels, Sandy

43680

From: UCC Consumer Info
Sent: Thursday, October 01, 2009 11:06 AM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: IURC cause number 43680

From: Bruce Stinson [mailto:bis1@att.net]
Sent: Thursday, October 01, 2009 11:00 AM
To: UCC Consumer Info
Subject: IURC cause number 43680

Rate increase during a recession? Have you monopolists lost your minds?

Listen: **Tighten your belts like the rest of us.**

Enough is enough!

Bruce Stinson

142 Easton Point Way

Greenwood, IN. 46142

Daniels, Sandy

43680

From: UCC Consumer Info
Sent: Thursday, October 01, 2009 7:27 AM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: water rate increase requested by Indiana American Water Co.

From: Brenda Meeke [mailto:bjmeeke@yahoo.com]
Sent: Wednesday, September 30, 2009 6:50 PM
To: UCC Consumer Info
Subject: water rate increase requested by Indiana American Water Co.

This water rate increase is irresponsible. I have a business plus 25 rental units. The renter cannot pay any more for water with the economy as it is. If you need money, do what we had to do, reduce your pay to find money to continue to do business. VERY CONCERNED HARRY MEEKE, owner of Mickey's T Mart and Parkside Apartments, Inc. 748 S. Harrison Street Shelbyville, In. 46176 This is in reference to Cause No. 43680

Daniels, Sandy

43680

From: UCC Consumer Info
Sent: Thursday, October 01, 2009 7:26 AM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: Cause No. 43680

From: lou ann ryhal [mailto:2knit4u@att.net]
Sent: Wednesday, September 30, 2009 4:57 PM
To: UCC Consumer Info
Subject: Cause No. 43680

Indiana American Water Co. should not have an increase at this time. People are out of work and their utilities are already being shut off. Stockholders should not expect a larger dividend in this recessionary time, nor should the executives be given increases and/or bonuses.

Gary and Lou Ann Ryhal
528 Third Street
Shelbyville, IN 46176

Daniels, Sandy

43680

From: UCC Consumer Info
Sent: Wednesday, September 30, 2009 1:04 PM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: water rates

From: Dpribyl@aol.com [mailto:Dpribyl@aol.com]
Sent: Wednesday, September 30, 2009 12:16 PM
To: UCC Consumer Info
Subject: water rates

Indiana Office of Utility Consumer Counselor
re: 43680

I would like to respond to the proposed water rate increase in Johnson County. I, being a senior citizen, would hate to see a raise in our water rates. We are not going to get a raise in our Social Security or do I know of anyone getting a raise in their salary. I can see that a small raise might be needed, but not 10 cents or more.

E. Charlene Jacobs
377 Hazy Lane
Greenwood, In. 46142

Daniels, Sandy

43680

From: UCC Consumer Info
Sent: Wednesday, September 30, 2009 7:07 AM
To: Daniels, Sandy
Subject: FW: Cause # 43680

From: Ginni Tutterow [mailto:ginnitut@lightbound.com]
Sent: Tuesday, September 29, 2009 3:21 PM
To: UCC Consumer Info
Subject: Cause # 43680

In re: Cause 43680 -- Indiana American Water Rate Hike

I do not feel the massive rate hike being requested by the water company is remotely justified.

I am on a fixed income (SS Disability), and my benefits are NOT going up this year, since we are in fact experiencing deflation, not inflation (or so the government assures me...).

It seems to me that the normal rates we pay must include something for maintenance and upgrades to existing water service. They are getting quite enough money now.

Virginia Tutterow
327 West Broadway
Shelbyville, IN 46176
317-392-1564

Daniels, Sandy

43680

From: UCC Consumer Info
Sent: Tuesday, September 29, 2009 3:13 PM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: Indiana American Water's proposed increase

From: Jean Dalton [mailto:libra999@sbcglobal.net]
Sent: Tuesday, September 29, 2009 2:39 PM
To: UCC Consumer Info
Subject: Indiana American Water's proposed increase

I find it sad that a water company proposes an increase at a time like this. I guess they know we have to have water, so why not have an increase so they can have more profit. I am going to be 78 years old in October and can just barely make it now on what income I have. Like others, I have had to cut every corner I can; let my long term care insurance go, as well as other things that I have to do without. Do you suppose that the folks at Indiana American Water are all watching a 19" TV in their homes? I do and am thankful to have it and hope it does not go out on me. The next thing that will have to go is my computer and internet; that and TV are my only means of entertainment. My health does not permit me to be employed.

Thank you and I respectfully request that you do not let this increase come to fruition. Please do not sell, give or exchange/share my information with anyone for any reason.

Sincerely,
Jean Dalton
451 Cochran Drive
Crown Point, IN 46307

Sept. 22, 2009

43680

Indiana Office of Utility Consumer Counselors

Case # 43680

Re: Indiana American Water Co. request for a 38% increase of water bill.

Please get real in today's economy. Rate increases must stop and utility costs must remain stable. As a customer of this utility my Social Security will not increase in 2010 and income from CD investments range from 1% to 2%. How any utility company management could request an increase of 38% is beyond belief.

I would ask the commission to table any request for a rate increase and advise Indiana American Water Co. that they need to adjust and not expect any future increase until we have a full equal recovery of our economy. Johnson County now has 1 home in every 39 vacant. Get Real this is not Wall Street!

Sincerely,

James R. Pope

2901 S Wind Chime Circle

Greenwood, IN 46143

SEP 24 PM 1:43

P

James R. & Linda Pope
2901 S Wind Chime Cir
Greenwood, IN 46143

Sept. 26, 2009

43680

To: Indiana Office of Utility Consumer Counselors
From: Gentry D. & Bernese A. Henderson
1607 Vidalia Ct.
Greenwood, IN 46143
SEP 28 AM 11:27

This letter concerns the Rate Increase that Indiana American Water Co., is asking for.

The Water Co. is asking for the current customers to pay for their investments it has made for upgrades and expansion of service areas. We should not be responsible for their investments. We don't feel that it is our obligation to pay enhance their profits.

We feel that this Rate Increase is being used to help pay for their expanding areas for the future of the company. They should be using their profits alone, we should not be asked to pay for their new service areas.

We Vote NO To A Rate Increase!

SEP 24 AM 10:43 JOHNSON COUNTY, IND.

YOUR

VIEWS

Are water rates paying for service to bottler?

To the editor:

As a customer, I am writing to protest the Indiana American Water Co. request to again raise its water rates. In this economic climate, the company's timing could not be worse or more insensitive. However, I also object for an even larger reason.

One of Indiana American's reasons for seeking the rate increase is to recoup the costs of expanding its service area.

Approximately two to three years ago, a new water bottling company, Nestle, came to the city of Greenwood in Johnson County. Their exclusive business, of course, is to bottle Nestle Pure Life brand water. I recall the papers reporting that Indiana American would be making large investments in order to extend its service area and provide the water services for this water bottling factory.

I recall commenting at the time to my husband that in a few years, Indiana American would try to get their customers to help foot the bill for that expansion. I can't help but wonder if this is exactly what's going on now — and Indiana American Water was hoping that customers would forget about that Nestle expansion.

If this is part of why Indiana American Water is seeking a rather large rate increase, I must ask why they did not charge Nestle at least some of the costs of that particular water expansion.

I can't help but think that this was a sweet deal for Nestle (making money off bottling Indiana American Water Co. supplied water) and also a sweet deal for Indiana American Water (making money by charging Nestle for massive water usage).

The problem is, it seems that now Indiana American feels the rest of its customers should bear the extra costs of the company making that extra money. This should not be allowed to happen.

If you agree, please contact the Indiana Utility Regulatory Commission and reference IURC Cause No. 43680 by Oct. 15. Thank you.

Kate Stubb
Franklin

Daniels, Sandy

4.3680

From: UCC Consumer Info
Sent: Friday, October 02, 2009 11:46 AM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: IURC Cause No. 43680

From: Manford Rydholm [mailto:mrydholm@sbcglobal.net]
Sent: Friday, October 02, 2009 11:40 AM
To: UCC Consumer Info
Subject: IURC Cause No. 43680

Utility Consumer Counselor:

The rate increase of 38% by Indiana American Water Co. is totally out of line. I cannot imagine how they have done that much capital improvement in the Newburgh, IN area and operating expenses could not have increased anywhere near that much. The quality of my water sure has not improved any. If some money has been spent for business expansion in the the area, then let the businesses pay for that with higher fees for them.

Our water rates are already high. IAWC ought to be able to fund considerable improvements and increased expenses from the rates already being charged.

This request needs very close scrutiny to find out what they really have buried in it. A much more lower and reasonable rate increase, if any, is all that is justified.

Thank you,

Manny Rydholm
8100 N Larch Pl
Newburgh, IN 47630
PH: 812-853-3975

Daniels, Sandy

4.3680

From: UCC Consumer Info
Sent: Thursday, October 01, 2009 11:34 AM
To: Daniels, Sandy; Swinger, Anthony
Subject: Water increase.

I'll contact consumer for additional information and utility name.

From: Rony Joseph [mailto:ronnykj@yahoo.com]
Sent: Thursday, October 01, 2009 11:31 AM
To: UCC Consumer Info
Subject:

Dear Sir/Madam

I understand the rates for water are to be increased substantially. I do not have a problem with the increased rates. In fact I believe that the increased rates would provide an incentive for people to conserve water, which is increasingly

Becoming a scarce resource.

I am a consumer that practices extreme water conservation, but unfortunately I am billed for more than what I consume because of the slab system under which the amounts are calculated. I am writing to request that you bill people for the actual amount of water consumed rather than bracket them into fixed slabs.

In my case I consume less than the lowest consumption slab, but pay for more than what I consume. I would greatly appreciate if you would make this change in your billing calculations.

Thank you

Sincerely

Rony Joseph

Tel: 765 404 3767

Email: ronnykj@yahoo.com

1. Indiana American Water Company (Lafayette, West Lafayette)
2. Rony Joseph, 2257 Sandpiper Ct S, West Lafayette, IN 47906
3. 765 404 3767

Daniels, Sandy

43680

From: UCC Consumer Info
Sent: Monday, September 28, 2009 7:27 AM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: You can't raise water rates on Seniors

From: lbh1962 [mailto:lbh1962@att.net]
Sent: Sunday, September 27, 2009 5:30 AM
To: UCC Consumer Info
Subject: You can't raise water rates on Seniors

To Whom This May Concern:

How can you raise rates on a one-person apartment, who only does two loads of clothes, dishes and takes a shower not that often to justify raising what I pay. I have tried to limit use of water, but I would have to stop using water at all to pay this extra amount.

I am on a fixed income and am a senior. This is absolutely not right. Do not use me to regain what you lost because of the downturn in the economy or not having enough customers to get what you usually do. I can barely pay for what I have now which is not much. We all know why rates go up for everything now. You all want to get what you usually do on the backs of those of us who can hardly pay their bills now.

I am begging you not to increase the water rates. It is grossly unfair to seniors.

L.B. Hartley

From: lbh1962 [mailto:lbh1962@att.net]
Sent: Monday, September 28, 2009 4:57 PM
To: UCC Consumer Info
Subject: Re: You can't raise water rates on Seniors

Yes I am sorry that is it Indiana American Water. Sorry.

My name is L.B. Hartley
4703 W. Garver Dr.
Muncie, IN 47304

Phone: Nonpublished.

Muncie Sanitary District.

Daniels, Sandy

43680

From: UCC Consumer Info
Sent: Monday, September 28, 2009 7:09 AM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: Muncie water rate increase

From: Barbara Holmes [mailto:duckynbarb@yahoo.com]
Sent: Friday, September 25, 2009 3:46 PM
To: UCC Consumer Info
Subject: Muncie water rate increase

To whom it may concern,

I don't understand how a utility can receive a 33% increase in one year. In these times many people are out of work, have no increases in their salary, or live on a fixed income and a 33% increase is unjust. What happened to the normal 3-5% increase?

From one who lives on a fixed income,
Barbara Holmes

My name is Barbara Holmes
3500 N Benton Rd
Muncie IN 47304

unlisted phone

Indiana American Water Co. I don't know the cause number.

I just replied to a notification from Sue Errington regarding this water increase by IAWC.
Thank you!

Daniels, Sandy

From: UCC Consumer Info
Sent: Friday, October 02, 2009 7:09 AM
To: Daniels, Sandy
Subject: FW: rate increase on water

From: rcollis [mailto:rcollis@sbcglobal.net]
Sent: Thursday, October 01, 2009 5:01 PM
To: UCC Consumer Info
Subject: Re: rate increase on water

1. Indiana American water company - IURC Cause No. 43680.
2. Roberta Collis 736 N. Jefferson St. Muncie, IN 47305-1424
3. 765-284-6348

----- Original Message -----

From: UCC Consumer Info
To: rcollis
Sent: Thursday, October 01, 2009 7:30 AM
Subject: RE: rate increase on water

Ms. Collis,

Thank you for your comments. In order for the OUCC to process them, please provide us with the following information:

1. The name of the utility you're referring to and Cause Number if you have it.
2. Your full address, including city and zip code.
3. Your phone number, including area code. (Optional)

Thank you.

Consumer Services Division
OUCC

From: rcollis [mailto:rcollis@sbcglobal.net]
Sent: Wednesday, September 30, 2009 7:04 PM
To: UCC Consumer Info
Subject: rate increase on water

This is in regards to the increase for water in Muncie, Indiana that will be coming up - I will not be able to make the meeting that is scheduled for this, but hope my input will help. I am opposed to this increase. Muncie has been hard hit by unemployment and most people working in Muncie, has their wages frozen. The elderly that are on Social Security will see no increase in their checks as well. I don't see how we can afford an increase at this time. Not sure why the water company is requesting an increase - are they paying more for water or what?

Roberta Collis

Daniels, Sandy

43680

From: UCC Consumer Info
Sent: Friday, October 02, 2009 7:07 AM
To: Daniels, Sandy
Subject: FW: Water Hike

From: Shawn Elliott [mailto:lips2469@sbcglobal.net]
Sent: Thursday, October 01, 2009 4:28 PM
To: UCC Consumer Info
Subject: Fw: Water Hike

Indian-American Water
Cause #43680
Shawn J. Elliott
611 Amos Road
Shelbyville, IN 46176
317-398-4157

----- Original Message -----

From: UCC Consumer Info
To: Shawn Elliott
Sent: Thursday, October 01, 2009 7:25 AM
Subject: RE: Water Hike

Dear Shawn Elliott,

The OUCC is in receipt of your comments. In order for us to process them, please provide the OUCC with the following information:

1. The name of the utility you're referring to, and Cause Number if you have it.
2. Your full address including city and zip code.
3. Your telephone number including area code (optional)

Thank you.

Consumer Services Division
OUCC

From: Shawn Elliott [mailto:lips2469@sbcglobal.net]
Sent: Wednesday, September 30, 2009 4:19 PM
To: UCC Consumer Info
Subject: Water Hike

Do you realize how hard it is for me to find a job right now to keep up on my bills and you people are planning a hike in the water bill/usage? Give me a well paying position with you while I stay in my county and it might not seem too bad. But, as of right now there are still many of us unemployed and cannot afford the rate hike. I have been looking for about ten months for a job, have not found one, and no one is hiring. DO NOT raise the water bill. Come to my level, be unemployed, and see if you could afford it. I do not think you could do it on the resources I have.

10-10-09

To Whom it may Concern;

I am ^{concerned} ~~considered~~ about the request for a 38 percent hike rate, solicited by Indiana American Water Co.

I think it is unthinkable to ask this.

I was unable to attend the hearing about this because I am 86 years young and do not drive. so I am sending my concern regarding this issue.

I am on a fixed income and try to use my money wisely and I can not afford that much raise on my water bill.

I pray you will act on this and do what is fair.

Sincerely,

Ms. Thelma Jones
1808 W. 11th St.
Muncie, Ind. 47302

OCT 16 PM 12:56

10-13-09

To E. A. B. E.

Please excuse the paper
and hand writing.

Please vote No⁵ Cause No⁵
for the case, 43680 for
38% increase in Del. Co
and Muncie water rate bill.

I'm like many other customers
that am on fixed income and
all these living increases make
a hardship on all.

Please Vote No

Thank You

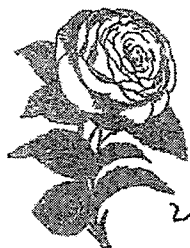
Robert Chubburn
Muncie, Indiana

5401 W. Westminster

Muncie, Ind 47304

OCT 15 PM 1:35

IURC CAUSE # 43680



A Special Note

*We are writing to voice
our opposition to the huge
increase in our water rates.
We are senior citizens who
receive Social Security and a
pension which was reduced
as of July 1, 2009. Please
consider our opinions against
an increase.*

Thank you,

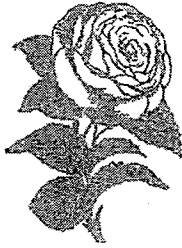
*E. F. & Mary Knollman
5205 Moore Rd.
Muncie, IN 47304*

IURC Cause # 43680

OCT 13 PM 4:13



Elmer F. Knollman
5205 N Moore Rd.
Muncie, IN 47304-6002



A Special Note —

As Retired people on a
fixed income we are
opposed to a proposed water
hike

(In am. Water)

Robert & Achua O'Sell
409 S Ambarger Rd
Muncie, In. 47304

Case #
43680

OCT 15 PM 1:35

10-11-09

Consumer Service Staff
IURC case # 43680

These are difficult
economic times.

Can't you at least
hold off on a rate increase
at this time.

Mr. J. Ramey.
5404 W. Wentworth
Lone

Muncie, Ind
47304

Mailing address -

P.O. Box 2552
Muncie, Ind.
47307

OCT 14 AM 11:07

OCT 14 AM 11:07

5304 N. Moore Road
Muncie, IN 47304-6003
October 11, 2009

Consumer Services Staff
Indiana Office of Utility Consumer Counselor
115 W. Washington St., Suite 1500 S.
South Indianapolis, IN 46204

IURC Cause No. 43680

We strongly object to Indiana American Water Co's proposal to increase water rates to 38%. In addition, for years Farmington customers have been paying very high sewer rates with no efforts on ^(water company) their part to correct the real problem or reduce sewer rates.

The proposed 38% increase is exorbitant and is even more out of line when we know the Water Company received a 9.9% increase in Fall, 2009.

Perhaps a modest 10% increase with a significant reduction in sewer rates in the Farmington subdivisions would be realistic & more agreeable to Indiana American Water Co. customers.
Walter & Carmella Mansfield

Oct 13, 2009

To the Indiana Office of the Utility
Consumer Counselor,

The 38% increase in Muncie
water rate is entirely to high.

This city has no jobs, no money
and the possibility of a very cold
winter ahead makes extra money
seem unbearable.

To the elderly and disabled
of this city extra money just
doesn't happen. They are not get-
ting a raise in medicare check
for two years. Everything is
going up, but the money to pay
bills, prescriptions and groceries.

Please do not raise this rate
that high.

Sherry Russell
801 W. 11th St
Muncie, In 4730

OCT 14 AM 11:06

Mr and Mrs. Gene DeLanter
11 E. Sheridan Dr.
Wabash, In 46992

Consumer Services Staff
Indiana Office of Utility Consumer Counselor
115 W. Washington St. Suite 1500 South
Indianapolis, IN 46204

Re:IURC Cause No. 43680

Oct. 12, 2009

We feel that a rate hike at this time by Indiana American is wrong. It will hurt our already struggling economy, businesses , home owners and seniors on fixed incomes. We all have had to become more frugal so why shouldn't Indiana American.

Sincerely yours,

Gene DeLanter
Mary DeLanter

OCT 14 AM 11:08

OCT 14 AM 11:08

Cause No 43680 TURC

October 11 2009

To Whom it may concern

My name is Diana Dolson and I am an Indiana-American Water Co. I reside at 4700 S Sunflower Ln Muncie 47302. I am very opposed to this new rate hike that they are asking for. I lost a very good job in February of this year and I now work for \$8-an hr. I take home around \$900-a month. It is very hard for me to make ends meet as I have had to get into my savings also. This is a bad time for this to happen. I am 58 yrs old and take a lot of meds. Also a lot of families & single people will be coming off of the 65% / 35% Cobra in Nov-Dec. I am going to be one of those. My health insurance will go from \$133 a month to \$380 a month. I worked in a bank for 30 yrs and I know what those people at the water co. make pay like. A lot of us lost our jobs, a lot of people took pay cuts and hourly cuts so let the Water Co get the money that way instead of taking food out of the mouths of children and much needed meds from the elderly. A lot of people also have a will lose their unemployment. So they need to wait until next summer or fall to over

10-13-09

Dear IURC

In reference to cause number 43680 please say no to Indiana American's request for rate hike. There is no way that we should pay for Indiana American's expansion to new service areas.

We have had to endure rough times financially because of the downturn in the economy. My husband and I are on a fixed income, it doesn't go up to keep up with rate hikes. Please give the customers of Indiana American Water Co. a break and say no to the request for rate hike. Thank you for considering the plight of customers of Ind. American Water Co.

Sincerely

Jim and Connie Garland
1229 W. Greenbriar Dr.
Greenwood, IN 46142-1221
cause number 43680

OCT 15 PM 1:35

1604 University
Muncie, Indiana
47303

October 8, 2009
Cause No. 43680

To: Consumer Service Staff
Indiana Office of Utility Consumer
Counselor
315 W. Washington Street
Suite 1509
South Indianapolis 46204

OCT 16 PM 12:55

Sir (or Madam)

With regard to the proposed water raise of 38%, I am a small business man working out a rental location and constituting & comprising only one employer, myself. I use the water on the premises only for hand-washing or of the toilet necessities.

I have been studying my water bills for the past several months & find that actual water usage amounts to only \$1⁰⁰ or \$2⁰⁰ per month. The balance of charges, amounting to approximately \$15.00/\$16.00 per month, arise from service fees, taxes & additional charges.

Please explain why I, among others, have to pay another 38.8% monthly for non-existence water usage.

—Your corporation has already loaded home owners with an unwanted and unrequested responsibility and cost for underground water pipes on their property.

I look to your executives to take steps to rectify this burden & relieve the tax-payers - your customers - of this unwarranted burden

Yours

Derek I Edwards

OCT 16 PM 12:55

223 N. Calvert
Muncie, Indiana
47303

October 8, 2009
CASE: 43680

Consumer Service Staff
Ind. Office of Utility
Consumer Counsel
315 W. Washington St
Suite 1609
South Indianapolis 46204

Sir,
With reference to the proposed water rate
hike of 38.89%, be advised that I am
vehemently against it for the following
reasons:

I am 85 years old, disabled and a
widow, with an income from Social Security
benefits plus a small monthly pension, less
than \$300.00 a month from my former employer,
the late great State of Indiana. My home
will be 100 years in July, 2010 and I
have lived in it for more than 70 years.

On my own, I have raised two small boys
who are now two good citizens, keeping the
laws, paying their taxes, and voting, as
have I.

Where are plans from the water company assisting elders to help ease the burden of their "golden years" Apparently, the only "golden ones" are water company executives. Consequently, I am voting a resounding NO to the requested rate hike.

I would suggest that you look first at the unwarranted excesses in your operating procedures & 'trimming the fat', as I have been doing for the past fifteen years.

Yours,

Joyce O. Smith

Daniels, Sandy

43680

From: UCC Consumer Info
Sent: Thursday, October 15, 2009 7:01 AM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: Case # 43680; Indiana American Water rate increase proposal

From: Robert Templeton [mailto:templeton818@sbcglobal.net]
Sent: Wednesday, October 14, 2009 3:22 PM
To: UCC Consumer Info
Cc: Huber, Dick (MD); Bob Templeton
Subject: Case # 43680; Indiana American Water rate increase proposal

Ref: Case Number 43680

As a user of water from Indiana American Water Co. in Greenwood, I have no idea how the company spends its collected revenue. What pay goes to its executives? What upgrades have actually cost? What the cost will be of future upgrades? Are they managing operating costs appropriately?

My suspicion, however, is that if there were actual answers to these questions available to me (called transparency) I would probably be outraged at the inefficiencies and unnecessary expenses.

If they actually serve 283,000 customers in Indiana, as reported in the paper, an increase of \$150/year would result in an additional \$42 + million dollars of annual revenue.

An alternative to an across the board rate increase - which goes on forever - is to provide a surcharge for 12 months that would cover upgrade costs. That surcharge would then expire at the appropriate time and the upgrades would be paid for. A surcharge along with a modest rate increase to cover increasing operating expense would be a much more palatable and satisfactory approach to utility regulation.

Robert Templeton
525 S. Restin Road
Greenwood, IN 46142
317-888-1714

Daniels, Sandy

43680

From: UCC Consumer Info
Sent: Friday, October 16, 2009 7:24 AM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: IURC Case Number 43680: Indiana American Water rate increase proposal

From: Briar and Kristie Colwell [mailto:briarandkristiecolwell@gmail.com]
Sent: Thursday, October 15, 2009 9:35 PM
To: UCC Consumer Info
Subject: IURC Case Number 43680: Indiana American Water rate increase proposal

Dear sir or madam,

This letter is being sent as a result of Indiana American Water Co.'s request for approval of another rate increase (case number 43680). I have been a consumer of Indiana American Water for over six years. I am very grateful that I have been supplied a safe, clean, and reliable water source during that entire period. I pay my bills in-full and on-time as a responsible consumer. Although I am very grateful to be a consumer of this service, I find it difficult to believe that a second and approximately 38% rate increase is justified in a less than six year period. Previously (2007/08), Indiana American Water Co. was successful in increasing rate by greater than 25%. I am of complete understanding that inflation occurs and that rate need to be increased on a periodic basis in order to supply the safe, clean and reliable water that I am grateful to use. However, two rate increases of this magnitude do not seem justified. I have not been supplied any information from the water company detailing why the "need" to increase rates or how exactly they plan to use the additional money. I would ask that you seriously consider their request and demand that they provide you with detailed information concerning the use of these additional funds. I would also ask that you look deeper into the organization to ensure that they are executing their business in a sound manner such that no one in the organization is using the company's right as a sole provider of water to many residents as a tool for personal gain. Many of Indiana American Water Co.'s consumer have little or no choice of an alternative water source and are left in a very difficult position during these types of rate increases. Additionally, it can be very easy for those running this type of organization to propose increases as they know the consumer has few options. Thank you for considering this case and my points of view. I pray that you will take your responsibility seriously, understand the possible consequences, evaluate the information unbiasedly and make the appropriate decision.

Regards,
Briar and Kristie Colwell

4276 Country Lane
Greenwood, IN 46142

I wish to protest
the water rate increase.

38% seems excessive to me.

I live on S.D. & it isn't
going up. I think you
could do with less like
every one else has to do.

Betty Megarity

80150 W. Dunn

Muncie Ind

47303

Indiana American Water
Hell No you do not need a
raise you get more an
more customers every
year. Learn to live on your
budget like people on Social
Security do.

Ronald Babcock
& Miriam

OCT 7 PM 12:06



Mr Ronald E. Babcock
807 W Dunn Avenue
Muncie IN 47303-1721
OCT 7 PM 12:06

Oct 6, 2009

IN RC Cause No 43680
Tom + Nancy Browning
900 W. Wald Ave
Muncie, IN 47303

Response: No to 38% hike

To Whom It May Concern:

As a married couple on fixed incomes,
we would like to add our voice to this
proposed hike.

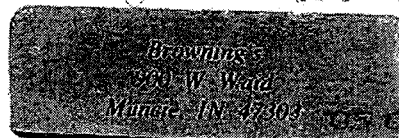
Social Security recipients will not
receive any increase in the foreseeable
future and 401Ks have evaporated.

We are amazed any utility would suggest
anything like a 38% raise even if they
may only expect half that much.

Sincerely,

Nancy Browning
Tom Browning

OCT 6 PM 1:47



OCT 8 PM 1:19

To Consumer Counselor:

I very much oppose the proposed rate hike for water services. Whenever a utility asks for more money the public is told such monies are needed to upgrade and maintain facilities (water lines). I remember when such expenses were considered "the cost of doing business". These were outlays that were planned for and saved for by the company as time went by. These days profits are drawn first leaving too little for upkeep. This makes the consumer responsible for all maintenance costs. This just isn't fair or

affordable for most of us.

Sincerely,

Carole J. Dyke

3900 N. Oakwood Ave.
Muncie, IN 47304

Oct. 3, 2009

Office of Utility Consumer
Counselor,

Please do not hike the
water rate 31.5% as
you are considering.

We are senior
citizens — living on
a fixed income. We
have learned there
will be no COLA
in Social Security
for 2010. How are
we supposed to
find more money
for water ???

Lenora J. Fischer

James T. Fischer
Lenora J. Fischer
734 Maple Lane
Crown Point, IN 46307-4576

OCT 9 PM 1:56

Please — —

No increase

Hugh R. Ferris
3600 W. Torquay Road
Muncie, Indiana 47304

October 5, 1009

Consumer Services Staff
Indiana Office of Utility Consumer Counselor
115 W. Washington St., Suite 1500 South
Indianapolis, IN 46204

Gentlemen:

As an 85-year old retiree whose pension benefit includes neither health care nor COLA, I urge you to deny the outrageous 38% water rate increase being sought for the city of Muncie by Indiana American Water Company.

Enough is enough, and in this case enough is too much!

Sincerely,

Hugh R. Ferris
Hugh R. Ferris
765-284-4701

OCT 6 PM 1:46

PR&M



Mr Paul F Baldwin
2045 Tyler Dr.
Columbus IN 47201-8777

87507

To

10-6-09

Secretary, Indiana UTILITY Regulatory Commission
NATIONAL CITY Center
101 West Washington ST. Suite 1500 EAST
INDIANAPOLIS, IN. 46204

Dear Sir,

I'm sending this letter hoping that it will be
a (PROXY) FOR me as I am 18 yrs old & on
a fixed income because I'm unable to do any
work physically ~~any~~ since Nov., 07.

Concerning the request that Driftwood UTILITIES, INC
is asking for a rate increase, I am against
it personally because it's almost Double from what
I am paying now.

(maybe a 10% or up to 20% I can understand.)

- IF I DON'T get a Reply concerning my being
in Person or not, I will Consider my PROXY IS OKAY)

THANK YOU

FILED

OCT 07 2009

INDIANA UTILITY
REGULATORY COMMISSION

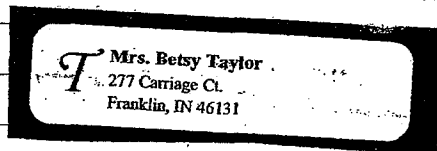
Paul F. Baldwin
2045 TYLER DR.
COLUMBUS, IN. 47201

OCT 9 AM 11:49

Oct 7, 2009

To Whom It May Concern,
Good grief! What next.
I work 7 days a week now
just to pay bills & eat.
What are people to do?
I don't take trips I don't
eat out. I don't buy anything
that is not necessary. My
wages aren't going up & I
see SS benefits aren't going up
either.
Please give us a break!

Betsy C. Taylor
277 Carriage Ct
Franklin, IN 46131



OCT 9 PM 1:56

enc. 6/22/2001 stmt
6/22/2009 "

+ October 5, 2009

Halpin
1008 S. 14th Street
Chesterton, IN 46304-2874
(219) 929-1014

Consumer Service Staff
Indiana Office of Utility Consumer Counselor
115 W. Washington St., Suite 1500 South
Indianapolis, IN 46204

Reference: IURC Cause No. 43680

To Consumer Service Staff:

Please accept this letter and its attachments as written comments from this IAWC Residential customer.

Attached are two billing statements from IAWC to my residence: 6/22/2001 and 6/22/2009.

Regarding the 6/22/2001 statement, IAWC charged me \$120.38 for 42,750 gallons; that is, \$.0028159/gallon, not including tax.

In 6/22/09's statement, IAWC billed me \$156.88 for 32,000 gallons; that is, \$.0049025/gallon.

Utilizing the actual 6/22/2009 gallon usage at the 6/22/2001 rate would have yielded a 6/22/2001 water charge of \$90.11 vs. the current 6/22/2009 charge of \$156.88, not including tax.

This 74.1% increase in IAWC rates at my residence has caused a significant-enough increase for my household such that we've had to consciously curtail our water usage.

When IAWC became our water company, certainly there were proposals/bids/acceptance offer based on certain data. Any prudent businessman would consider the

OCT 9 PM 1:55

enc 6/22/2009 Stmt
6/22/2001 "

Halpin
1008 S. 14th Street
Chesterton, IN 46304-2874
(219) 929-1014

RE: IURC Cause No. 43680

purchase price reflective of collected rates, outstanding charges, projected growth, infrastructure maintenance, operating costs, and so on - not to mention proposed improvements.

It doesn't seem that the IAWC is a company that reflects a good business sense. Why has the IAWC been so short-sighted regarding its operating costs and improvements? Why did IAWC seek additional incentive pay for its management before it made the 'necessary' infrastructure improvements?

At my residence IAWC has made three significant 'improvements': 1) new computerized meters 2) new intake yoke - which my plumber at a \$250 charge installed 3) new water main line along 14th Street. None of these changes were initiated by us consumers. Were these changes, 'improvements', really necessary?

Maybe IAWC needs to really 'budget' and become a viable business instead of charging its customers luxury rates for something so basic as water - Lake Michigan water no less!

The IURC should not grant any further rate increases to IAWC. Let IAWC work within its fiscal capabilities and profits and investments - just like the rest of us here - on 14th Street, Chesterton, IN.

Respectfully submitted,

A. Halpin
David Halpin

Customer Account Information

Service to: 727-00159671-10 2
 HALPIN DAVID
 1008 S 14TH ST

Billing Summary

Prior Billing
 Payments, May 17, 2001, Thank You
 Prior Balance Jun. 22, 2001

BILLING PERIOD

Apr. 20, 2001 TO Jun. 20, 2001
 Date Billed 06-25-2001
 Service for 61 Days
 Next Reading on/about Aug. 20

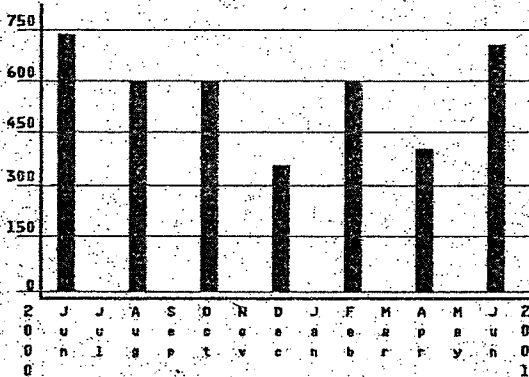
Current Charges

Water Charge 120.38
 Indiana Gross Retail Tax 6.02
AMOUNT DUE \$126.40

METER READING INFORMATION

Meter no. Meter size
 992947239 5/8 inch
 Current-Actual 187800
 Prior 182100
 Cubic Feet Usage 5700
 Equivalent Gallons 42,750

*pd 7-7-01 ck # 4607
 \$126.40*

AVERAGE GALLONS USED DAILY**MESSAGES TO YOU FROM INDIANA-AMERICAN**

For questions about your bill please call 1-800-492-8373
 Office Hours 7:30 a.m. to 6:30 p.m. Monday Through Friday

SAVE A STAMP & CHECK, PAY THRU XPRESSCHEQUE, FOR DETAILS CALL OFFICE.

NEED TO PAY YOUR BILL IN PERSON? You may pay your bill at City of Hobart, 1st State Bank of Porter, *Centier Bank (all locations except 600 E. 84th Ave.), *Dunes Rexall Drugs, *Gary Currency Exchange, *Tri-City Currency Exchange, *Broadway Ridge Currency Exchange, 1st State Bank of Porter-Chesterton, Washington Drugs, *47th & Broadway Currency Exchange, IAWC Office, 650 Madison Street, Gary, Monday - Friday 7:30AM to 1:00PM.
 * Indicates minimal fee may be charged by the payment location.

Please do not write on Bill Stub, information will not be processed, call Customer Service.

Visit us on-line at www.Indiana-American.com

RE: IURC Cause #: 43680

Halpin
 1008 S. 14th Street
 Chesterton, IN 46304-2874
 (219) 929-4014

Customer Account Information

For Service To: David Halpin
1008 S 14th St
Account Number: 10-0460658-6
Premise Number: 10-0271594

Billing Period & Meter Information

Billing Date: Jun 22, 2009
Billing Period: Apr 17 to Jun 17 (61 days)
Next reading on/about: Aug 18, 2009
Rate Type: Residential

Meter readings in current billing period:

Meter Number 000178597N is a 5/8-inch meter.

Present-actual 329
Last-actual 297
1000 Gallons used 32

Gallons used 32000

Billing Summary**Prior Balance**

Balance from last bill \$147.11
Payments as of Jun 22, 2009. Thanks! -147.11
Total prior balance, Jun 22, 2009 .00

Current Water Charges

Water Charge (\$5.168800 x 6.00) 31.01
(\$4.359100 x 26.00) 113.34
Total Use Billed 32.00 144.35

Other Current Charges

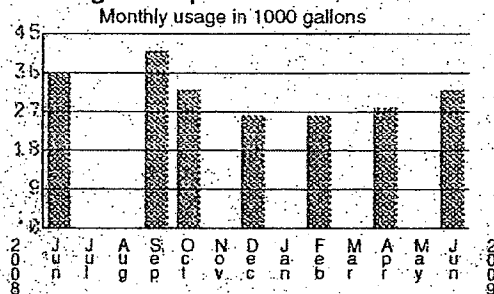
Distrib System Improv Charge 6.11
Pub F/S BiMo Schg Northwest C 6.42
Total other charges, Jun 22, 2009 12.53

Taxes

Indiana Gross Retail Tax 10.98
Total taxes, Jun 22, 2009 10.98

Total Current Charges \$167.86

TOTAL AMOUNT DUE \$167.86

Water Usage Comparison**Messages from Indiana American Water**

* Need to pay your bill in person? You may pay your bill at Washington Drugs, Broadway Ridge Currency, Gary Check Currency, Tri-City Currency, Dunes Drugs, First State Bank of Porter, First State Bank of Porter - Chesterton Branch, City of Hobart, 47th & Broadway Currency Exchange, Centier Bank (all locations except 600 E. 84th St.), or the Gary Office at 650 Madison St. Your account will be credited the next business day. A minimal fee may be charged by the payment location.
* Customers paying by credit card, debit card or electronic check may do so by calling a special, toll-free number: 1-866-271-5522. Customers may also pay on-line at www.water.paymybill.com. A service fee will apply.
* On April 30, 2009, Indiana American Water filed a request with the Indiana Utility Regulatory Commission (IURC) that, if approved as requested, would change rates for service in all of the company's operating districts. For more information, please visit www.indianaamwater.com or call the Customer Service Center.

Customer Service: 1-800-492-8373

Emergency: 1-800-492-8373

Visit us on the Internet at: www.indiana-american.com

RE: IURC Cause #: 43680

RAW100

001582/001592 PCHUDV TAV03 1

S1B1Z 8349

Halpin
1008 S. 14th Street
Chesterton, IN 46304-2874
(219) 929-1014

Office of Utility Consumer Counselor
115 W. Washington St.
Suite 1500 South
Indianapolis, IN 46204

October 7, 2009

Re: Cause No. 43680

Dear Members,

I'm writing to object to the 38 % rate increase asked for by Indiana American Water Co. I am a retiree and find it difficult to make ends meet on the fixed income I receive from a small retirement and Social Security. Prices continue to rise in every sector but my income does not.

I think it's reasonable for the Water Co. to get a small increase as they are experiencing price increases also but not such a large one. If any part of the increase is going to executive compensation then I feel there should be no increase at all.

Thank You,



Charles Pilkington
2309 W. Christy Lane
Muncie, IN 47304

OCT 8 PM 1:21

Case No. 43680

JAMES R. TAWNER
1168 MERIMAN DR.
GREENWOOD, IN. 46143
Case NO. 43680

Indiana Utility Regulator Commission,

OCT 2 PM 1:24

This letter is being written with the limited knowledge
from a newspaper article.

I assume that companies that come before the
Regulatory Commission request more than they need
assuming they will receive less.

It appears that the Indiana American Water Co.
made a business decision to expand, based on future
growth, and they assumed they would make a
profit from these future customers.

They shouldn't expect present customers to pay
for their error in judgement. They should just make
less of a profit over the next few years. When the
economy improves their expected profits from
their expansion will return.

Again I don't think it is the present customers
responsibility to bailout Indiana American Water Co.

for a poor judgement to over expand.

James R. Tanner

Daniels, Sandy

43680

From: UCC Consumer Info
Sent: Tuesday, October 06, 2009 7:07 AM
To: Daniels, Sandy
Subject: FW: water rate

Additional info below.

From: Michelle Sebastian [mailto:mas47304@gmail.com]
Sent: Monday, October 05, 2009 7:25 PM
To: UCC Consumer Info
Subject: Re: water rate

Michelle Sebastian 408 S. Lombard Drive Muncie, In 47304 765-702-4522
I do not have the cause number ; Indiana American Water Company.

On Mon, Oct 5, 2009 at 9:39 AM, UCC Consumer Info <uccinfo@oucc.in.gov> wrote:

Ms. Sebastian,

The OUCC is in receipt of your comments. In order to process them, please provide us with the following information:

To Whom It May Concern,

Please do not allow the Water Company raise our water bills. We are all struggling to survive and if the bills are higher we may have to go without water-a necessity of life. Thank you.

Sincerely,

Consumer Services Division

OUCC

From: Michelle Sebastian [mailto:mas47304@gmail.com]
Sent: Monday, October 05, 2009 9:25 AM
To: UCC Consumer Info
Subject: water rate

FROM:



Jerry & Camilla Vantrease
215 Jefferson St.
Newburgh, IN 47630

OCT 5 PM 2:19

Reference to: IURC Cause No. 43680

Dear staff,

I am a stay-at-home "senior" in Newburgh.

My total water-sewer etc. Costs range \$75.⁰⁰ up a Month, now.

For two people (My husband, also a senior, out of the house every day) with no dishwasher, no car washing, 4-5 loads laundry weekly, two showers daily and cooking dinner 4 times a week - that's high now. If you raise water costs, we may starve and go dirty. Well, not really, but it's still too high.

Our in. American bill is the same as our neighbors who have two teens and do all the above, or another neighbor who has three kids etc.

You all have a monopoly on our water so I will have to pay but I don't have to like it.

Our Cable T.V. used to be a Monopoly, too.

Then we got competition and got a break!

The thing is - the water quality is bad, so we resent paying so much.

Can't drink our water - tastes like bleach.

Within 2-3 Months, white clothes are dingy after washing in this water.

So you will raise our rates anyway, I know that, but could you fix it so I don't have to buy drinking water or additives for laundry.

Yours truly,
Camilla Vantrease

Daniels, Sandy

From: UCC Consumer Info
Sent: Tuesday, September 29, 2009 1:13 PM
To: Daniels, Sandy
Subject: FW: water rate hike

Did you get this one?

From: FORREST SUTTON [mailto:tugsutton@sbcglobal.net]
Sent: Tuesday, September 22, 2009 6:04 AM
To: UCC Consumer Info
Subject: Re: water rate hike

Forrest Sutton
887 Bayside Dr.
Greenwood, IN 46143

That is my personal address and I have 4 rentals in Franklin.

Thanks

TS

From: UCC Consumer Info <uccinfo@oucc.IN.gov>
To: FORREST SUTTON <tugsutton@sbcglobal.net>
Sent: Monday, September 21, 2009 10:25:23 AM
Subject: RE: water rate hike

September 21, 2009

Re: Indiana Utility Regulatory Commission (IURC) Cause No. 43680

Dear Mr. Sutton,

Thank you for contacting us and providing us with your comments on the Indiana American Water rate case.

The Indiana Office of Utility Consumer Counselor's (OUCC's) consumer services staff will review your comments. We will also share them with our technical and legal staff assigned to this case, and will file them with the Indiana Utility Regulatory Commission (IURC) for inclusion in this case's formal evidentiary record.

In order to assist the OUCC in processing your comments, please provide us with your full address including city and zip code.

The OUCC – the state agency representing the interests of all consumers in cases before the IURC – is reviewing Indiana American's proposal. We are currently scheduled to file testimony on October 23, 2009. For more information on this case, please visit our Website at www.in.gov/oucc/2556.htm.

Again, we appreciate your taking the time to contact us.

October 2, 2009

Mr. Anthony Swinger
Consumer Services Staff
Indiana Office of Utility Consumer Counselor
115 West Washington Street, Suite 1500 South
Indianapolis, Indiana 46204

RE: IURC Cause Number 43680

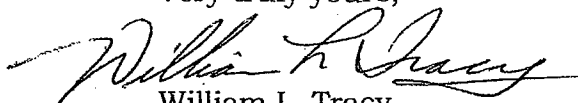
Dear Mr. Swinger:

I read with interest Indiana American Water's request for a rate hike of 38 percent. I wish my income was rising by even a fraction of that instead of declining. It is especially ridiculous when you consider that their current base rates were approved in 2007.

The company claims that it has higher operating and maintenance costs to meet. It seems to me that they should first look to cutting costs instead of just asking the rate payers to pay more for the same or less water. Capital improvements are known to be necessary from time to time and money should be set aside for them each year instead of waiting until they are necessary and then asking for the money all at once. Also, are all of these improvement immediately necessary or can some of them wait until another time when the economy has improved and citizens are not pressed just to meet their everyday expenses?

It just seems to me that a 38 percent increase all at once is a bit much.

Very truly yours,

A handwritten signature in dark ink, appearing to read "William L. Tracy", with a stylized flourish at the end.

William L. Tracy
4969 Macy Drive
Greenwood, IN 46142-7480

OCT 5 PM 2:28

Indiana Office Of Utility Consumer Counselor
115 West Washington St.
Suite 1500 South
Indianapolis, IN 46204
Attn: Anthony Swinger, Director of External Affairs

October 1, 2009

Re: Indiana Utility Regulatory Commission (IURC) Cause 43680

Dear Sir,

38% rate increase, please

Indiana American Water is asking for a 38% rate increase for of their customers.

My husband and I are on a fixed income and with Social Security frozen for the next two years and many people without jobs, how can they justify this increase.

Thank you for your time,

Robert and Shirley Pierce
2910 Wind Chime Circle South
Greenwood, IN 46143

OCT 5 PM 2:23

Oct 1, 2009

From: Rony Joseph
2257 Sandpiper Ct S
West-Lafayette
IN 47906

OCT 2 PM 1:21

To: Consumer Services Staff
Indiana Office of Utility Consumer Counselor
115 W. Washington St., Suite 1500 South
Indianapolis, IN 46204

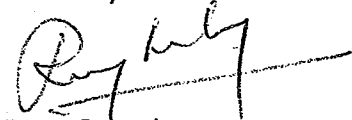
Dear Sir/Madam

I understand the rates for water are to be increased substantially. I do not have a problem with the increased rates. In fact I believe that the increased rates would provide an incentive for people to conserve water, which is increasingly becoming a scarce resource.

I am a consumer that practices extreme water conservation, but unfortunately I am billed for more than what I consume because of the slab system under which the amounts are calculated. I am writing to request that you bill people for the actual amount of water consumed rather than bracket them into fixed slabs. In my case I consume less than the lowest consumption slab, but pay for more than what I consume. I would greatly appreciate if you would make this change in your billing calculations.

Thank you

Sincerely



Rony Joseph
Tel: 765 404 3767
Email: ronnykj@yahoo.com

September 28, 2009

Consumer Services Staff

Indiana Office of Utility Consumer Counselor

115 W. Washington St., Suite 1500 South

Indianapolis, IN 46204

OCT 2 PM 1:23

Subject: IURC Cause No. 43680

This has reference to the Indiana American Water Companies request for a 31% rate hike.

Probably the reason no more people showed up for the hearing was because no one knew about it. I didn't know anything about it until I read it in the Post Tribune after the fact. I am sure the water company don't want people to attend these hearing to express their opinion, because they know they will get, perhaps not what they ask for, but what they really want, which is very evident by what has happened in the past.

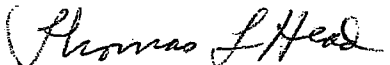
The article in the Post Tribune stated they have not received an increase since 2007, which was 9.9%, according to my bill it was a 10.9% increase. They had asked for a 17% increase at this time and probably got about what they wanted. I have not received an increase in my company Pension in 20 years and never will receive an increase if I live to be a 100. Also there will not be an increase in Social Security in 2010, what do retirees do, they make do with less. I am sure the officials at the water company have not experienced this. Our cost goes up just like a companies but unfortunately we no place to pass it on.

In April 2008, they dropped the minimum from 6,000 to 4,000 gallons for a two month period, what is this except an increase? Also in April, that year they started charging a distribution system charge of \$1.00 a month, which increased to in April this year and \$1.41 June. Apparently they don't have to come to Indianapolis to make these changes in their charges, which amounts to a rate increase.

With the economy being what is, with no immediate signs for improvement as far as employment is concerned, I would hope Indiana American would not be allowed an increase, let them look for ways to cut the cost of operation, instead of just passing every cost along to the consumer. Executive salaries would probably be the best place to start.

Thank you for your consideration.

Sincerely yours,



Thomas L. Head

177 Shorewood Drive

Valparaiso, IN 46385

219-462-1139



Cover Sheet

DATE: 10-20-09

TO: UTILITY STATE REGULATORS FAX: 232-5923

RE: REFERENCE # 43680 - INDIANA AMERICAN WATER CO. RATE HIKE.

Number of pages including cover sheet: 1

MIKE BREWER AND JUDY BREWER

96 KENSINGTON PARK ROAD

GREENWOOD, IN 46142

A 40% RATE HIKE FOR IN. AMERICAN WATER CO. IS
WAY TOO HIGH. A 10% HIKE WOULD BE MORE FEASIBLE.
PEOPLE CAN'T AFFORD THIS IN TODAY'S ECONOMY. PLEASE
HEAR OUR (CONSUMER) VOICES AND DON'T LET THIS HAPPEN!

Thank You!

WHITE CASTLE OFFICE (317) 269-4590

WHITE CASTLE FAX # (317) 269-4587

1300 N. Greenbriar Rd.
Muncie, Indiana 47304
Oct. 6, 2009

Re: Case No. 43680

Dear I. U. R. C.:

The water bill that I received yesterday was in the amount of \$29.06.

Since you granted Muncie's water company a ten percent hike (OK, 9.9) in 2007, my water bill is running \$25 to \$29 every month. As I live alone.

I cannot afford an increase in my water bill at this time - not now and not for at least two or three years.

Hardly anyone could afford a 38% increase at one time. Please consider putting off another ten percent hike until 2012.

Any help will be appreciated.

Sincerely,
Mary K. Garst



Ms. Mary K. Garst
1300 N. Greenbriar Rd.
Muncie, IN 47304

OCT 8 PM 1:20

October 3, 2009

Indiana Office of Utility Consumer Counselor
115 W. Washington St., Suite 1500 S.
Indianapolis, IN 46204

CC: Indiana Utility Regulatory Commission

I am respectfully writing about a letter I received today from SOUTH COUNTY UTILITIES, INC. They want to increase their fee from \$49.15 to \$69.00 . . . that is crazy . . . that's over a 40% increase. I thought only insurance companies have this kind of huge increase.

How the heck to they expect people to afford this on top of everything else that is increasing in cost. If a rate increase is warranted, it should be in smaller increments.

I moved to Indiana two years ago and I am astounded how costly it is to live here, especially considering the lack of services provided in return. I believe something is out of sync here.

Before you allow such an outrageous rate increase, please investigate how this money will actually be spent.

Thank you for listening.

Upset Indiana Resident,

Karen Jasinski

12282 S. Williams Ct.
Crown Point, IN 46307



OCT 9 PM 1:56

Ch Special Note...

This water company that
serves Shelbyville has
had too many increases in
the last 7 years, 5 to
be in fact. When you are
on a fixed income and
all the utilities are
given the reason that they
ask for it is to the point
that the costs are more
than our income. I don't
think that they should
be given any increase at
all. Let ~~the~~ ^{us} ask them
are asking for a lot of
compensation for their
increase and not make
as much as we are
is it all going to them
always get more from

their customers each time
they ask for it. How are
we to manage when our
income stays the same?
Should we ask the gov.
to increase our paychecks
every time a utility gets
a raise. I wish.

Sincerely, Mrs Raymond
Leclerc

803 Hemlock St
Shelbyville Ia 52617

OCT 5 PM 2:23



Mrs. Raymond Leclerc
803 Hemlock Street
Shelbyville, IN 46176-2217

Daniels, Sandy

43680

From: UCC Consumer Info
Sent: Tuesday, October 06, 2009 2:25 PM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: I am against the proposed water rates increase: IURC Cause No. 43680

From: Erickson, Jolanna M. [mailto:jerickso@bsu.edu]
Sent: Tuesday, October 06, 2009 2:14 PM
To: UCC Consumer Info
Subject: I am against the proposed water rates increase: IURC Cause No. 43680

Re: IURC Cause No. 43680

I am against the proposed, ridiculously large water rates increase especially at a time when Muncie is failing economically and citizens are laid off and cutting cut backs. Businesses need to control their expenses and cut profits - like consumers everywhere are doing.

Jolanna Erickson
1803 N. Brentwood Lane
Muncie, IN 47304

Daniels, Sandy

43686

From: UCC Consumer Info
Sent: Tuesday, October 13, 2009 7:01 AM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: Website Contact Form

-----Original Message-----

From: Web Form Poster [mailto:s.s.snyder1946@att.net]
Sent: Sunday, October 11, 2009 8:22 PM
To: UCC Consumer Info
Subject: Website Contact Form

Title: Mrs.
First Name: Sherry
Last Name: Snyder
Email: s.s.snyder1946@att.net
Street Address: 3200 East Memorial Dr.
City: Muncie
State: IN
Zip: 47302-7531
Phone: ()- ext.
Type: home
No Phone Service:
Case Number: 43680 Indiana Water
Comments: I feel a water rate hike at this time in going to hurt alot of average people who cannot pay the bills as it is now. I think at this time it would be best for us all to cut back including the waterco.

Yours:
Mrs. Snyder

Daniels, Sandy

43680

From: UCC Consumer Info
Sent: Tuesday, October 13, 2009 7:01 AM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: Website Contact Form

-----Original Message-----

From: Web Form Poster [mailto:afssadmin@ai.org]
Sent: Monday, October 12, 2009 6:41 AM
To: UCC Consumer Info
Subject: Website Contact Form

Title: Mrs.
First Name: Lana
Last Name: M
Email: McCowan
Street Address: 1218 West Sheffield Drive
City: Muncie
State: IN
Zip: 47304
Phone: (765)284-2172 ext.11
Type: work
No Phone Service:
Case Number: Indiana American Water Co.

Comments: How can they justify such a whopping increase of 38 percent when people are losing their jobs and homes? This is not the time to implement an increase. It seems everything is increasing except our pay. If there has to be an increase I think 38 percent is too much at this time.

Daniels, Sandy

43680

From: Web Form Poster [dhalex@att.net]
Sent: Tuesday, October 06, 2009 8:56 PM
To: UCC Consumer Info
Subject: Website Contact Form

Title: Mr.

First Name: Donald W.

Last Name: Alexander

Email: dhalex@att.net

Street Address: 809 W. Cromer Av.

City: Muncie

State: IN

Zip: 47303-1663

Phone: (765)282-0823 ext.

Type: home

No Phone Service:

Case Number: 43680

Comments: I do not see why you would give our water company any increase at all.

What are we retirees supposed to do?

If you allow any increase, why not make it the same amount that we received for our social security increase?

Daniels, Sandy

43680

From: Web Form Poster [lakeside.tess@yahoo.com]
Sent: Tuesday, October 06, 2009 7:43 PM
To: UCC Consumer Info
Subject: Website Contact Form

Title: Ms.

First Name: Teresa

Last Name: Tungate

Email: lakeside.tess@yahoo.com

Street Address: 1687 Fountain Lake Drive East

City: Shelbyville

State: IN

Zip: 46176

Phone: (317)392-3507 ext.

Type: home

No Phone Service:

Case Number: IURC Cause No. 43680

Comments: I am writing to express my strong opposition to the 38% water rate increase requested by Indiana American Water Company. I don't understand how the average citizen can continue to pay increased costs of utilities and commodities with our economy in such dire circumstances.

For Shelbyville, IN residents, the monthly water bill for residential users would jump from \$29.58 per month to \$40.84 per month.

Again, I adamantly oppose any rate increase!

Your average citizen, Teresa J. Tungate

Daniels, Sandy

43680

From: Web Form Poster [afssadmin@ai.org]
Sent: Tuesday, October 06, 2009 6:34 PM
To: UCC Consumer Info
Subject: Website Contact Form

Title: Mrs.

First Name: ruth

Last Name: haney

Email: nanaru2

Street Address: 1808 N. Riley Rd.

City: Mjncie

State: IN

Zip: 47304

Phone: (765)282-0516 ext.

Type: home

No Phone Service:

Case Number: Indiana American Wa ter

Comments: Please! I cannot afford another utility raise. On a fixed income, it is simply impossible to keep up with all these increases. I realize that the sewage will also go up, since it is based on water bill. A 28% increase is outrageous, and I hope you will think of the elderly and how difficult these times are. In addition, we have increased rates on insurance and every other commodity. I pray you will not decide to take another bite out of our income.

Daniels, Sandy

43680

From: UCC Consumer Info
Sent: Tuesday, October 06, 2009 6:58 AM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: Website Contact Form

-----Original Message-----

From: Web Form Poster [mailto:larlinnic@comcast.net]
Sent: Monday, October 05, 2009 3:38 PM
To: UCC Consumer Info
Subject: Website Contact Form

Title: Mr.
First Name: Larry
Last Name: Nichols Sr.
Email: larlinnic@comcast.net
Street Address: 5001 W. Wedgewood Ln.
City: Muncie
State: IN
Zip: 47304
Phone: (765)288-8684 ext.
Type: home
No Phone Service:
Case Number: Indiana American Water Co./ cause#43680
Comments: To those that matter,

As a retiree on a limited income, I strongly oppose being raped at every turn by this non-caring utility. They could not have picked a worse time in this economy for a rate increase. If they are doing such a good job, why are most people buying bottled water to drink? This is a fictional request and should be denied by those that have it in their power to stop this wanton disregard for humanity.

Daniels, Sandy

43680

From: UCC Consumer Info
Sent: Tuesday, October 06, 2009 6:58 AM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: Water rate hike in Muncie

From: TOM PARKISON [mailto:tomparkison@yahoo.com]
Sent: Monday, October 05, 2009 3:49 PM
To: UCC Consumer Info
Subject: Water rate hike in Muncie

I am responsible, personally, for rental water bills that count up to 15 rental units. Many are multiple unit properties with one bill. They are all low income, weekly, Sec 8, type properties. My tenants are in the lower quartile of AMI. Our city is just above 50% AMI as a city. We just don't need an increase in any utilities presently.

Please look closely at this rate hike.....38% seems very excessive to me. Especially in todays economy. It's not like we can go to another supplier. A public utility, owned by a German company, should be held to that standard.

Help.....

Tom Parkison
Project Planner
City of Muncie
Community Development Department
300 N. High Street
Muncie, IN 47305
765.747.4825 phone
765.747.4898

Daniels, Sandy

43680

From: UCC Consumer Info
Sent: Tuesday, October 06, 2009 6:59 AM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: Website Contact Form

-----Original Message-----

From: Web Form Poster [mailto:jwingate@midwestmetal.com]
Sent: Monday, October 05, 2009 3:48 PM
To: UCC Consumer Info
Subject: Website Contact Form

Title: Mr.
First Name: James
Last Name: Wingate
Email: jwingate@midwestmetal.com
Street Address: 3401 W. Gatewood Lane
City: Muncie
State: IN
Zip: 47304
Phone: (765)287-3123 ext.
Type: work
No Phone Service:
Case Number: 43680

Comments: A request for such a large increase is ridiculous! It shows what little concern the utility has for the average customer. What cost has the Water Co. reduced? Compare their request for an increase vs. inflation. Considering they got an increase of 9.9% increase in 2007, they should reduce their rates!

Daniels, Sandy

43680

From: UCC Consumer Info
Sent: Tuesday, October 06, 2009 7:00 AM
To: Daniels, Sandy; Swinger, Anthony
Subject: IAW

-----Original Message-----

From: Web Form Poster [mailto:lm306@comcast.net]
Sent: Monday, October 05, 2009 7:13 PM
To: UCC Consumer Info
Subject: Website Contact Form

Title: Mr.
First Name: robert
Last Name: mitchell
Email: lm306@comcast.net
Street Address: 306 e harvard ave
City: muncie
State: IN
Zip: 47303
Phone: (765)288-7559 ext.
Type: home
No Phone Service:
Case Number: 43680 indiana american water rate case
Comments: we are all having a hard time trying to live now. water is something we all need . people are out of jobs.and they are lossingthere homes.why make it harder to live. people on fixed incomes donot have the money to pay and pay more.

Daniels, Sandy

43680

From: UCC Consumer Info
Sent: Tuesday, October 06, 2009 7:01 AM
To: Daniels, Sandy; Swinger, Anthony
Subject: IAW

-----Original Message-----

From: Web Form Poster [mailto:shirleyfuller@att.net]
Sent: Monday, October 05, 2009 11:40 PM
To: UCC Consumer Info
Subject: Website Contact Form

Title: Mr.
First Name: Shirley
Last Name: Fuller
Email: shirleyfuller@att.net
Street Address: 713 S Stony-Brook Drive
City: Muncie
State: IN
Zip: 47304-4079
Phone: (765)747-0315 ext.
Type: home
No Phone Service:
Case Number: Cause No. 43680 Indiana American Water Co.

Comments: It is hard to fathom that Indiana American Water can propose such an outrageous increase. I for one, cannot afford such an increase as I have only social security and cannot meet all of my bills now and the fact that there will be NO increase in my income next year, tells me that I will be able to afford even less.

A 10% increase request at this time would be more than enough and hopefully would win approval of only 5%.

43680



STATE OF INDIANA
HOUSE OF REPRESENTATIVES
THIRD FLOOR STATE HOUSE
INDIANAPOLIS, INDIANA 46204

DENNIS TYLER
200 WEST WASHINGTON STREET
INDIANAPOLIS, IN 46204

COMMITTEES:
LABOR AND EMPLOYMENT
WAYS AND MEANS
GOVERNMENT & REGULATORY REFORM, VICE CHAIR

October 7, 2009

Mr. A. David Stippler
Office of Utility Consumer Counselor
115 W. Washington Street #1500 S
Indianapolis, IN 46204

Dear Mr. Stippler:

I am writing today in opposition to Indiana American Water Company's request for a 39% rate increase. I will be honest and blunt- this is simply not the time. People across the nation and especially in Indiana are truly hurting from this very poor economy. Mortgage foreclosures and job losses in Muncie are at an all time high. Water is a necessary utility and I truly believe this outrageous request must be denied.

In 2007, Indiana American Water asked for an 18.1% increase and was eventually allowed a 9.9% increase. Here we are two years later and they want another increase to the tune of 39%! This is unacceptable. Times are difficult for all around and this company should have to tighten its belt just like everyone else. There are costs to doing business, I do not doubt that. However, any increases in rates at this time would just be criminal!

It is my hope that the OUCC and the IURC will deny this request on behalf of the ratepayers. It is the least this state can do for its residents during this very difficult financial crunch. Should you have any questions or concerns, please do not hesitate to contact me.

Sincerely,

A handwritten signature in cursive script that reads "Dennis Tyler".

Dennis Tyler
State Representative

Daniels, Sandy

From: Angelo Anton [angelo_c_anton@hotmail.com]
Sent: Wednesday, October 07, 2009 12:46 PM
To: UCC Consumer Info
Subject: Indiana American Water Rate Hike (case 43680)

To Whom It May Concern,

I am writing regarding Indiana American Water's proposed rate increase, case 43680.

My wife and I own a home in Franklin, Indiana. We have been rather pleased up to this point for the cost of utilities at our home. We were hearing at water rates going up in Marion county, and many of our family members experiencing ridiculous hikes on their rates of water, heat, etc.

While my wife works, I am currently unemployed. Despite what the government says about the recession being over, I can guarantee it certainly isn't. I also can guarantee you that we are not the only couple facing hardship when it comes to utilities.

For me, I think a rate increase is simply the result of a MONOPOLY. There is no other option for homeowners like myself, to get water from. (Unlike TV, which residents can now choose from four different providers if they are unhappy with their service provider) My parents have experienced the same kind of rate increases in NW Indiana by their utility company, NIPSCO again because they are the sole provider. Residents cannot choose to get their water from another source. I believe this rate increase to once again be greedy folks out to take money.

If IAW is claiming operating deficits, rising costs, etc, there are other options they should have to exercise first. They need to cut back on their costs. Things like advertising, reducing the number of hours folks are working, eliminating the almost certainly administrator-heavy company of a few higher-ups whose sole job is to sit. Companies all around are doing the same kinds of thing to cut costs. When folks are already stressed and fighting to make ends meet, a rate hike is the LAST sensible option anyone should be exercising. If a rate hike is needed, 38% is absolutely uncalled for. Rate hikes of smaller percents like 5-8% seems like a reasonable hike for increasing costs. 38% feels like big businesses putting money in their pockets at our expense!

For example, the article I read indicated IAW serves around 280,000 customers in Indiana. If every customer were to have an average monthly bill of \$30 a month, IAW would see \$8,400,000 a month. At their proposed increase, they would see almost \$12,000,000 a month from customers! What kind of increase would cost us, the customers, that much more? Has water become that much more expensive? Is it going through additional refining because of CO2? That type of increase I would expect to see on gasoline, not water.

I am against the rate increase as it stands of 38%. If a rate increase is required, 38% is absolutely ridiculous. My outlined 5-8% is reasonable. Their proposed rate increase smells of big-business and monopoly gouging.

Sincerely,

Angelo Anton
910 Brookhaven Dr.
Franklin, IN 46131

Daniels, Sandy

From: Web Form Poster [hobi13@sbcglobal.net]
Sent: Wednesday, October 07, 2009 2:22 PM
To: UCC Consumer Info
Subject: Website Contact Form

Title: Mr.

First Name: Paul J.

Last Name: Hovis, Sr.

Email: hobi13@sbcglobal.net

Street Address: 2209 N. Liberty St.

City: Muncie

State: IN

Zip: 47303

Phone: (765)284-0559 ext.

Type: home

No Phone Service:

Case Number: IN American Water-cause no. 43680

Comments: Sir, Please don't allow this rate hike. Even if I were not on a fixed income, (which I am), I would find it very difficult to absorb this increase. It is astounding! People must have food and water to survive, and, both are becoming out of reach. Times are hard, most of us are stretched to the limit. Please consider this. Thank you.

Paul & Barbara Hovis

Daniels, Sandy

From: Web Form Poster [pamela_tate@att.net]
Sent: Wednesday, October 07, 2009 10:51 AM
To: UCC Consumer Info
Subject: Website Contact Form

Title: Mrs.

First Name: luann

Last Name: barrett

Email: pamela_tate@att.net

Street Address: 1520 west 8th street

City: muncie

State: IN

Zip: 47302

Phone: (765)284-4778 ext.

Type: home

No Phone Service:

Case Number: water rates

Comments: we do not need them to go up bills are high enough. we all have to live and people are not rich.
everything has a price on it. we need things to go down.

Daniels, Sandy

From: Lenny Baierwalter [lbaierwalter@bhmsd.k12.in.us]
Sent: Wednesday, October 07, 2009 10:14 AM
To: UCC Consumer Info
Subject: Water rate hike

I was unable to attend the water rate hike meeting on 10-05-09. I am glad I have to chance to express my **outrage** at the suggested 38% rate hike for water service. It seems to me responsible companies would plan for and put money aside each year for the day when they need to upgrade systems. We do as home owners! Please do not allow this rate hike to take place it is an abuse of the property owners and a greedy move on the part of the water company. I am already paying \$68.00 a month for sewage upgrades in the neighbor I live in. Another example of ripping off the customers.

Sincerely
Leonard Baierwalter
4800 N. Weir Dr.
Muncie, IND.47304

Daniels, Sandy

From: UCC Consumer Info
Sent: Tuesday, October 06, 2009 2:25 PM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: I am against the proposed water rates increase: IURC Cause No. 43680

From: Erickson, Jolanna M. [mailto:jerickso@bsu.edu]
Sent: Tuesday, October 06, 2009 2:14 PM
To: UCC Consumer Info
Subject: I am against the proposed water rates increase: IURC Cause No. 43680

Re: IURC Cause No. 43680

I am against the proposed, ridiculously large water rates increase especially at a time when Muncie is failing economically and citizens are laid off and cutting cut backs. Businesses need to control their expenses and cut profits - like consumers everywhere are doing.

Jolanna Erickson
1803 N. Brentwood Lane
Muncie, IN 47304

Daniels, Sandy

From: UCC Consumer Info
Sent: Tuesday, October 06, 2009 1:57 PM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: Increase in water rates

From: Amato, Rebecca F. [mailto:bamato@bsu.edu]
Sent: Tuesday, October 06, 2009 1:55 PM
To: UCC Consumer Info
Subject: FW: Increase in water rates

Re: IURC Cause No. 43680

I would have to say I am against the water rates increase. Households are being inundated with increased taxes, food bills, etc. It's time that businesses learn to control their costs like homes all over the place are doing. Please don't feel it's the right thing to do by increasing rates whenever the need is felt.

Becky Amato
3001 W. Noel
Muncie, IN 47304

Daniels, Sandy

From: Carlee Reed [carleereed@msn.com]
Sent: Tuesday, October 06, 2009 3:40 PM
To: UCC Consumer Info
Subject: RE: IURC Casue #: Case 43680

Information Requested:

Billing address: 7204 W Saint Andrews Ave
Yorktown, IN 47396

Service Address: 1806 W Purdue Ave
Muncie, IN 47304

Carlee Reed

Subject: RE: IURC Casue #: Case 43680
Date: Tue, 6 Oct 2009 13:49:16 -0400
From: uccinfo@oucc.IN.gov
To: carleereed@msn.com

Mr. & Mrs. Reed,

Thank you for your comments. In order for the OUCC to process them, please provide us with your full address, including zip code.

Thank you.

Consumer Services Division
OUCC

From: Carlee Reed [mailto:carleereed@msn.com]
Sent: Tuesday, October 06, 2009 1:10 PM
To: UCC Consumer Info
Subject: IURC Casue #: Case 43680

We were unable to attend the Monday night meeting in Muncie; however, we oppose the increase in water rate. Increments have taken place several times in the last few years as well the increase in the sewage rates. We own a four unit apartment complex and everyone is conservative on water usage so rent can be contained. With fixed incomes this is becoming a real issue - utilities, insurance, property taxes are all increasing except the income. We strongly express this proposal should be reconsidered. Muncie is struggling enough.

Ervin and Carlee Reed
Account: 10-0050637-6
Muncie, IN

Daniels, Sandy

From: UCC Consumer Info
Sent: Tuesday, October 06, 2009 12:41 PM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: Website Contact Form

-----Original Message-----

From: Web Form Poster [mailto:dbannis@comcast.net]
Sent: Tuesday, October 06, 2009 12:33 PM
To: UCC Consumer Info
Subject: Website Contact Form

Title: Mr.
First Name: David and Toni
Last Name: Annis
Email: dbannis@comcast.net
Street Address: 2409 W. Woodbridge Dr.
City: Muncie
State: IN
Zip: 47304
Phone: (765)282-3209 ext.
Type: home
No Phone Service:
Case Number: 43680

Comments: We urge you not to support the American Water Company request for a 38% water rate hike. With the deepest recession since the Great Depression, the greatest unemployment since after WW II, decimated retirement savings, and severe financial strain for all, now is definitely not the time to support/grant a 38% rate increase. My wife and I are both retired trying to live on a fixed income, pinching every penny we can, and a 38% increase in our water rate would simply place additional severe strain on our very limited budget.

Thank you for your support.

Sincerely,

David and Toni Annis

Daniels, Sandy

From: UCC Consumer Info
Sent: Tuesday, October 06, 2009 11:01 AM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: Website Contact Form

-----Original Message-----

From: Web Form Poster [mailto:vbenedict3314@comcast.net]
Sent: Tuesday, October 06, 2009 10:58 AM
To: UCC Consumer Info
Subject: Website Contact Form

Title: Mr.
First Name: Von
Last Name: Benedict
Email: vbenedict3314@comcast.net
Street Address: 3314 N Janney Ave
City: Muncie
State: IN
Zip: 47304
Phone: (765)282-9181 ext.
Type: home
No Phone Service:
Case Number: American Water Co

Comments: I am already paying a 50.00 monthly bill. There is no way I can afford a 38% increase. Due to being a GM retiree, I recently lost a lot of benefits. If I pay an additional 19.00 per month that just puts me further in the hole. What do you expect me to give up, my diabetes medicine, my heart medicine, or eating? That is exactly where we are all heading.

Daniels, Sandy

From: UCC Consumer Info
Sent: Tuesday, October 06, 2009 10:55 AM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: Website Contact Form

-----Original Message-----

From: Web Form Poster [mailto:henjoene@aol.com]
Sent: Tuesday, October 06, 2009 10:37 AM
To: UCC Consumer Info
Subject: Website Contact Form

Title: Mrs.
First Name: Joene
Last Name: Henning
Email: henjoene@aol.com
Street Address: 412 N Forest Ave
City: Muncie
State: IN
Zip: 47304
Phone: (765)284-5765 ext.
Type: home
No Phone Service:

Case Number: Indiana American Water Co

Comments: My husband and I wish to add our opposition to the outrageous 38% ratehike proposed by the Indiana American Water Company. We are seniorcitizens on a fixed income who, like many others, have seen ourinvestments plummet. A rate hike of this magnitude would be disastrousfor us. Sincerely, Joene & Jerome Henning

Daniels, Sandy

From: UCC Consumer Info
Sent: Tuesday, October 06, 2009 10:20 AM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: Water increase

From: ann clark [mailto:aclark1952@gmail.com]
Sent: Tuesday, October 06, 2009 10:12 AM
To: UCC Consumer Info
Subject: Water increase

Consumers: Philip & Ann Clark, 4812 Sussex, Muncie, Indiana 47304
Phone: 765-282-3715

An 38% rate increase in water is completely ridiculous

This is a time when people are out of work or taking a cut in salary. Retirees are living with less or just getting by.

Most every one in our country is cutting back in order to make ends meet.

We are retirees with less income. Our son took a 10% cut in salary and no contribution to his 401K and is just happy to have a job. Many are struggling to buy health insurance.

Did you ask your employees to take a cut in salary??

Philip & Ann Clark

Daniels, Sandy

From: Greg Adams [gadams@jcmalone.com]
Sent: Wednesday, October 07, 2009 7:32 AM
To: UCC Consumer Info
Subject: FW: Indiana American Water proposed rate increase IURC #43680

Please read below as I sent comments in after reading the proposed rate increase in the water utilities newsletter back in June. My most recent bill for 3,750 gallon usage was 29.16 for a single person dwelling household. According to the Indianapolis newspaper article the average bill at 5,200 is 29.59 a month. Not sure where that information was obtained, however, when the cost of water gets to be more than most families can afford hope the utility has a strong collection department and does not mind shutting off folks. Sure they won't as it has become all about profits, bonuses and satisfying investors for the utilities. Customers come behind those interests when you have zero competition and come back for an increase every few years.

Would love to see the cost cutting Indiana American Water has done in top level executives salaries, bonus and stock options. Plus, the number of company cars and expense accounts for these folks. **Again, see below or the companies own annual report which mentions nothing of any large dollar investments in Indiana.** Bet there a tons of companies with competition (unlike the utilities) who would love to get any increase in pricing let alone a 38% increase.....

Sincerely,

Greg Adams
5489 West Maple Drive
Greenwood, IN 46142

From: Greg Adams [mailto:gadams@jcmalone.com]
Sent: Tuesday, June 16, 2009 8:11 AM
To: 'uccinfo@oucc.IN.gov'
Cc: 'gadams@jcmalone.com'
Subject: Indiana American Water proposed rate increase

Dear OUCC,

I just read the flyer in my last billing from Indiana American Water requesting a huge 38.96% rate increase on water consumers in many Indiana counties. It was just over 2 years ago they requested a 18% increase and only received a small increase (thank you). Their reasoning this time is the investment of \$198 million (comments in the flyer sent out to customer base asking for the increase) throughout the state and significant increases for chemicals, gas and energy. I think we customers experienced the same large increase in the gas and energy part. I cannot speak to chemical costs, but I do know the gas and energy costs went very high (for both the company & customers) and then receded to more normal levels. So, not sure justifying those increases as a way to seek more money from customers holds much water (no pun intended). If they were competing for business in the private sector they need to either reduce their internal costs to their revenue or possibly lose business to a competitor who better manages the up and downs of uncertain commodities. Unfortunately, for us consumers we can dig a well or pay up. Fortunately, for Indiana American Water they can hope yourself and IURC give them what they want.

As for the \$198 million in capital costs and capital expenditures from Jan. 1, 2007 through June 2009. I found interesting none of these investments were mentioned in the President and CEO (Donald L. Correll) statements in the letter to stockholders for fiscal year 2008. Unless, they spent the whole \$198 million in 2007 and so far this year he mentions nothing about investments made to our utilities here in Indiana for 2008. He mentions (see comments in his letter to Stockholders in their annual report) investments in Illinois, Kentucky, Missouri and New Jersey. None of those come dollar amounts come close to the \$198 million supposedly spent here in Indiana even if you divide the \$198 million by 2

Daniels, Sandy

From: UCC Consumer Info
Sent: Thursday, October 08, 2009 3:06 PM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: Website Contact Form

-----Original Message-----

From: Web Form Poster [mailto:jhmc1@comcast.net]
Sent: Thursday, October 08, 2009 2:54 PM
To: UCC Consumer Info
Subject: Website Contact Form

Title: Mr.
First Name: James
Last Name: McCoy
Email: jhmc1@comcast.net
Street Address: 3800 W Silver Lane
City: Muncie
State: IN
Zip: 47304
Phone: (765)288-1440 ext.
Type: home
No Phone Service:
Case Number: IURC Cause No: 43680

Comments: While not fully aware of the legitimacy of the 38% rate increase being requested by Indiana American Water Co. I would urge IURC to weigh carefully the impact on retired citizens and others like us who will be impacted. I don't question the reasons for the increase, only the size. Thank you.

James McCoy

Daniels, Sandy

From: UCC Consumer Info
Sent: Thursday, October 08, 2009 2:43 PM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: Website Contact Form

-----Original Message-----

From: Web Form Poster [mailto:sandy_moats@comcast.net]
Sent: Thursday, October 08, 2009 1:29 PM
To: UCC Consumer Info
Subject: Website Contact Form

Title: Mrs.
First Name: Sandra
Last Name: Moats
Email: sandy_moats@comcast.net
Street Address: 216 Southwind Way
City: Greenwood
State: IN
Zip: 46142
Phone: (317)888-0155 ext.
Type: home
No Phone Service:
Case Number: IURC 43680

Comments: I am writing to oppose the rate increase requested by Indiana Amer.Water. We are retired and on a fixed income and had to make adjustments and cut backs to keep to an income and spending budget. Raising consumers bills by 38% is an extreme increase. Indiana Amer.Water should look at their budget and find ways to cutback too.



STATE OF INDIANA
HOUSE OF REPRESENTATIVES
THIRD FLOOR STATE HOUSE
INDIANAPOLIS, INDIANA 46204

43680
DENNIS TYLER
200 WEST WASHINGTON STREET
INDIANAPOLIS, IN 46204

COMMITTEES:
LABOR AND EMPLOYMENT
WAYS AND MEANS
GOVERNMENT & REGULATORY REFORM, VICE CHAIR

October 7, 2009

Mr. A. David Stippler
Office of Utility Consumer Counselor
115 W. Washington Street #1500 S
Indianapolis, IN 46204

Dear Mr. Stippler:

I am writing today in opposition to Indiana American Water Company's request for a 39% rate increase. I will be honest and blunt- this is simply not the time. People across the nation and especially in Indiana are truly hurting from this very poor economy. Mortgage foreclosures and job losses in Muncie are at an all time high. Water is a necessary utility and I truly believe this outrageous request must be denied.

In 2007, Indiana American Water asked for an 18.1% increase and was eventually allowed a 9.9% increase. Here we are two years later and they want another increase to the tune of 39%! This is unacceptable. Times are difficult for all around and this company should have to tighten its belt just like everyone else. There are costs to doing business, I do not doubt that. However, any increases in rates at this time would just be criminal!

It is my hope that the OUCC and the IURC will deny this request on behalf of the ratepayers. It is the least this state can do for its residents during this very difficult financial crunch. Should you have any questions or concerns, please do not hesitate to contact me.

Sincerely,

Dennis Tyler
State Representative

OCT 9 PM 1:58

43680

Oct-05-09 08:35A E A

219-322-3970

P.01

Doris Johnson

FAXTRANSMITTAL

DATE:	October 5, 2009		
TO:	Consumer Services Staff IN Office of Utility Consumer Counselor	FROM:	Doris Johnson 824 Hayes St. Gary, IN 46404-1537
FAX:	317-232-5923	FAX:	
TEL:		TEL:	219-882-6731
CC:		PAGES:	

COMMENTS: IURC CAUSE #43680

I AM HAVING A HARD TIME PAYING THE WATER BILL AT PRESENT,
I CAN'T IMAGINE HAVING TO PAY AN INCREASED AMOUNT. THE
SANITATION BILL, AND THE NIPSCO BILL ALSO WANT TO MAKE
INCREASES. I DON'T KNOW HOW MUCH YOU THINK THE
CONSUMER CAN TAKE ON A VERY MINAMAL INCOME. PLEASE
CONSIDER ALL INCREASES WITH DEEP CONCERN.

Thank you,
Doris Johnson

Daniels, Sandy

From: UCC Consumer Info
Sent: Monday, October 05, 2009 10:06 AM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: Website Contact Form

-----Original Message-----

From: Web Form Poster [mailto:mjboggs3@juno.com]
Sent: Monday, October 05, 2009 9:59 AM
To: UCC Consumer Info
Subject: Website Contact Form

Title: Mrs.
First Name: Mary
Last Name: Boggs
Email: mjboggs3@juno.com
Street Address: 2304 W. Purdue Ave.
City: Muncie
State: IN
Zip: 47304
Phone: (765)747-0028 ext.
Type: home
No Phone Service:
Case Number: 43680

Comments: Attention your HELP needed as follows:

It is my understanding that those of us Seniors on Social Security will not be getting a cost of living increase this year or thenext....I am a widow and too old to go to work...I must have water asyou do...PLEASE DO NOT GIVE US THAT MUCH OF A RATE HIKE OR I WILL HAVE TO ASK FOR MONETARY HELP FROM YOU OR THE GOVERNMENT AS SUCH...I conserve in every way that I can at this point..I am so worried aboutthis increase. I could have to sell my home (if I could find a buyer).So far thank the lord I can stay here with many sacrifices and thisreally scares me. Please consider the least you must do so we seniorswill be able to live till we die...This is very depressing to hearthis...Thank you for your consideration of this matter. Signed, MaryJo Boggs

Daniels, Sandy

From: UCC Consumer Info
Sent: Monday, October 05, 2009 7:12 AM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: Website Contact Form

-----Original Message-----

From: Web Form Poster [mailto:mary_111@att.net]
Sent: Friday, October 02, 2009 2:51 PM
To: UCC Consumer Info
Subject: Website Contact Form

Title: Ms.
First Name: Mary
Last Name: Lewis
Email: mary_111@att.net
Street Address: 111 Carefree Ct
City: Greenwood
State: IN
Zip: 46142
Phone: (317)885-1879 ext.
Type: home
No Phone Service:
Case Number: 43680
Comments: Please give us a break! 38% increase in rates is too much!

Daniels, Sandy

From: UCC Consumer Info
Sent: Monday, October 05, 2009 7:09 AM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: Case Number: 43680

-----Original Message-----

From: DWertz1090@aol.com [mailto:DWertz1090@aol.com]
Sent: Sunday, October 04, 2009 12:48 PM
To: UCC Consumer Info
Subject: Case Number: 43680

Consumer Services Staff
Indiana Office of Utility Consumer Counselor
115 W. Washington Street, Suite 1500 South Indianapolis, IN 46204

As a resident of Greenwood, Johnson County, Indiana I strongly oppose the rate increase proposed by Indiana American Water Company which will cause monthly bills to rise by 38 percent in Johnson County. I urge the Indiana Office of Utility Consumer to deny this request.

I am a single retiree on a very fixed income and this type of increase puts a strain on my budget. Retirees on Social Security usually receive a small COLA raise in January, but as most people know due to the economy the government has advised that we will not be receiving that increase for at least two years.

Again, I ask that the IOUC not approve a 38 percent increase proposed by the Indiana American Water Company.

Delores J. Wertz
1114 Charles Lee Court
Greenwood, IN 46143

(317) 885-1947

</HTML>

Daniels, Sandy

From: UCC Consumer Info
Sent: Monday, October 05, 2009 7:08 AM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: Website Contact Form

-----Original Message-----

From: Web Form Poster [mailto:PhoebeWtz@aol.com]
Sent: Monday, October 05, 2009 6:14 AM
To: UCC Consumer Info
Subject: Website Contact Form

Title: Ms.
First Name: Phoebe
Last Name: Wantz
Email: PhoebeWtz@aol.com
Street Address: 5113 W. Preakness Court
City: Muncie
State: IN
Zip: 47304
Phone: (765)284`-0242 ext.
Type: home
No Phone Service:
Case Number: Indiana American Water Company
Comments: The proposed rate hike that the Indiana American Water Company is asking for of 38% is not only ridiculous in these hard economic times, but offensive to the public. Our unemployment rate is at an all-time high and this will put an even further burden on the public. I ask that this not be passed. The Water company may have to "bite the bullet" like the rest of us are having to do.

Daniels, Sandy

From: UCC Consumer Info
Sent: Monday, October 05, 2009 7:07 AM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: Water rate increase - Cause Number 43680

From: judi johnson [mailto:judij915@sbcglobal.net]
Sent: Saturday, October 03, 2009 5:35 PM
To: UCC Consumer Info
Subject: Water rate increase - Cause Number 43680

To whom it may concern:

Regarding the IURC cause number 43680, my husband and I plus all of our neighbors would like to voice our displeasure over the articles indicating a rate increase of 38%.

We all live in a retirement community and are all on fixed incomes and don't know how much more increases we can handle and still stay in our homes. First the property taxes are still messed up, our investments are down, electricity is high in Johnson County (REMC), drug costs are skyrocketing and now we head about yet another increase.

Companies need to find a better way to provide quality service or base the increases on our current water use which is probably much less than those with large families who use showers, laundry, etc. much more than retirees.

Thank you for reading this e-mail,

Charles and Judith Johnson
175 Wind Chime Circle East
Greenwood, IN. 46143

Daniels, Sandy

From: TOM PARKISON [tomparkison@yahoo.com]
Sent: Monday, October 05, 2009 3:49 PM
To: UCC Consumer Info
Subject: Water rate hike in Muncie

I am responsible, personally, for rental water bills that count up to 15 rental units. Many are multiple unit properties with one bill. They are all low income, weekly, Sec 8, type properties. My tenants are in the lower quartile of AMI. Our city is just above 50% AMI as a city. We just don't need an increase in any utilities presently.

Please look closely at this rate hike.....38% seems very excessive to me. Especially in todays economy. It's not like we can go to another supplier. A public utility, owned by a German company, should be held to that standard.

Help.....

Tom Parkison
Project Planner
City of Muncie
Community Development Department
300 N. High Street
Muncie, IN 47305
765.747.4825 phone
765.747.4898

Daniels, Sandy

From: Web Form Poster [larlinnic@comcast.net]
Sent: Monday, October 05, 2009 3:38 PM
To: UCC Consumer Info
Subject: Website Contact Form

Title: Mr.

First Name: Larry

Last Name: Nichols Sr.

Email: larlinnic@comcast.net

Street Address: 5001 W. Wedgewood Ln.

City: Muncie

State: IN

Zip: 47304

Phone: (765)288-8684 ext.

Type: home

No Phone Service:

Case Number: Indiana American Water Co./ cause#43680

Comments: To those that matter,

As a retiree on a limited income, I strongly oppose being raped at every turn by this non-caring utility. They could not have picked a worse time in this economy for a rate increase. If they are doing such a good job, why are most people buying bottled water to drink? This is a fictional request and should be denied by those that have it in their power to stop this wanton disregard for humanity.

Daniels, Sandy

43680

From: UCC Consumer Info
Sent: Monday, October 05, 2009 1:12 PM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: Website Contact Form

-----Original Message-----

From: Web Form Poster [mailto:dcseniorcenter@comcast.net]
Sent: Monday, October 05, 2009 12:01 PM
To: UCC Consumer Info
Subject: Website Contact Form

Title: Mr.
First Name: Bruce
Last Name: Reynolds
Email: dcseniorcenter@comcast.net
Street Address: 2517 W. 8th St.
City: Muncie
State: IN
Zip: 47302
Phone: (765)289-0844 ext.
Type: work
No Phone Service:

Case Number: Indiana American water

Comments: In today's times where unemployment is astronomical the utility co. sunreasonable demands for a rate increase of any sort is not only absurd but a slap to the faces of the unemployed who are struggling to just put bread on their tables. To even ask for a rate increase is totally illogical and mind boggling. Bruce Reynolds

Daniels, Sandy

43680

From: UCC Consumer Info
Sent: Monday, October 05, 2009 1:12 PM
To: Daniels, Sandy; Swinger, Anthony
Subject: Water - probably IAW

Sandy, I'll request additional info to confirm the utility.

From: MBrown6206@aol.com [mailto:MBrown6206@aol.com]
Sent: Monday, October 05, 2009 12:33 PM
To: UCC Consumer Info
Subject: (no subject)

I would like to register my disdain at the increase requested for my water service. They received a increase in 2007. I am a senior citizen, I have a limited budget, I have received a raise in my medical costs, I take 7 different medicines each day for Heart, Blood pressure, arthritis, etc., the cost is large. Due to GM filing for relief my dental and eye vision care has been canceled. I will be 80 years of age on Jan. 5, 2010 and live alone, the decision of which to pay utilities or medication seems to be in my near future. Please do not allow the huge increase in my water service. Sincerely, Martha Brown

Mrs. Martha (Charles) Brown
2205 S. Vine Street
Muncie, IN. 46302
mbrown6206@aol.com

Daniels, Sandy

43680

From: UCC Consumer Info
Sent: Friday, October 09, 2009 7:06 AM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: IURC Cause No. 43680

-----Original Message-----

From: Byrd, Linda Sue [mailto:lsbyrd@bsu.edu]
Sent: Friday, October 09, 2009 6:24 AM
To: UCC Consumer Info
Subject: IURC Cause No. 43680

I don't think the water company should have that increase because it would just put too much hardship on people who are already struggling to even make ends meet. It would be so unfair to people just trying to get food for their table. I live mostly on mac and cheese or instant potatoes. I would have to decide if I wanted to have my water turned off or not. I am 59 years old and I have never seen such greed and hard times as now in my life. To give them this increase would cause some people to steal water from outside faucets.

Please vote NO for this increase.

Linda S. Byrd
1910 South Manhattan Ave.
Muncie, Ind. 47302

Daniels, Sandy

43680

From: UCC Consumer Info
Sent: Friday, October 09, 2009 7:06 AM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: Cause # 43680

From: hubermd@comcast.net [mailto:hubermd@comcast.net]
Sent: Thursday, October 08, 2009 8:42 PM
To: UCC Consumer Info
Subject: Cause # 43680

Indiana Office of Utility Consumer Counselor

IURC cause # 43680

Indiana American Water

Concern #1

When a rate increase is requested, give the history of each rate increase over the past 10-20 years with the cost-of-living index included. This would allow customers to review the water rate increases and compare with the cost of living.

Concern #2

The history of other companies is to develop their company in such a way that they will be attractive for another company to purchase. Then many of the top executives are rewarded with large financial parachutes. Is the Indiana American Water company gearing for a buy-out with the leaders being well rewarded? Is this really why there is a rate increase request?

Concern #3

Citizens often feel the IURC sides more often with the utilities than citizens. Please listen to our concerns.

Dick Huber, M.D.
31 N. Restin Rd.
Greenwood, IN 46142
317-885-9078

Daniels, Sandy

143680

From: UCC Consumer Info
Sent: Monday, October 05, 2009 3:13 PM
To: Daniels, Sandy; Swinger, Anthony
Subject: FW: Website Contact Form

-----Original Message-----

From: Web Form Poster [mailto:srg1952@aol.com]
Sent: Monday, October 05, 2009 2:56 PM
To: UCC Consumer Info
Subject: Website Contact Form

Title: Mr.
First Name: Stan
Last Name: Gale
Email: srg1952@aol.com
Street Address: 5135 W. Preakness
City: Muncie
State: IN
Zip: 47304
Phone: (765)747-7068 ext.
Type: home
No Phone Service:
Case Number: 4380
Comments: I think the increase is too much !!

From: donotreply@urc.in.gov
Sent: Tuesday, October 27, 2009 4:27 PM
To: Davis, Theresa
Subject: File Uploaded Successfully

Follow Up Flag: Follow up
Flag Status: Completed

Your file has been uploaded successfully and is in the process of verification.

Tracking Number:f5657353e517

Party Name:OUCC

File Type:Filings in Docketed Cases

Filing Party Name:Theresa Davis

Filing Party Email:tdavis@oucc.in.gov

Date/Time Filed:10/27/2009 4:27:03 PM

Cause Number:43680

Sub Docket Number:NONE

FileName:tdavis_43680 IN-American - OUCC Testimony- Vol 8_102709_10_27_20094-27-03PM.pdf

From: donotreply@urc.in.gov
Sent: Wednesday, October 28, 2009 11:13 AM
To: Davis, Theresa
Subject: Filing accepted.

Cause No:43680
SubDocket No:NONE
File Type:CASE
Filing Party Name:Theresa Davis
Filing Party Email:tdavis@oucc.in.gov
Date/Time Filed:10/27/2009 4:27:03 PM
FileName:tdavis_43680 IN-American - OUCC Testimony- Vol 8_102709_10_27_20094-27-03PM.pdf